



Announcing the 2018 International Service Excellence Award Winners

The 2018 International Service Excellence Awards recognize organizations and individuals for their commitment to service excellence

Chicago, IL – January 21, 2019 Global leaders in service experience are awarded with an International Service Excellence Award.

The Customer Service Institute of America ([CSIA](#)) is the body delegated by International Council of Customer Service Organizations (ICCSO) to manage the International Service Excellence Awards. These awards are recognized as the premier service awards around the globe. Organizations and individuals that excel in service excellence compete in a variety of categories to earn recognition for their commitment to exceptional service experiences.

“The 2018 awards race was absolutely outstanding! The caliber of entries and variety of industries represented were the most to date. Making it even more exciting are the additional award categories added for 2018. Without a doubt, what we are seeing in the area of service excellence from these organizations is truly world class. The best use a brilliant combination of their people, as well as cutting edge technology, to enhance their customer and client experiences. It is exciting to see the great strides these organizations and leaders are taking,” adds CSIA’s Founder and CEO, Christine Churchill.

Judging Criteria

The judging criteria for the International Service Excellence Awards is aligned with the International Customer Service Standard (ICSS), which provides a comprehensive and practical framework to assist organizations in delivering consistently high levels of service. This standard, based on the balanced scorecard methodology, reviews organizations to determine if the customer is the focus of the business and how that is supported through culture, processes, procedures, training, hiring practices, and daily actions.

International Service Excellence Award Winners:

2018 Company Awards:

Best of the Best: [Cebuana Lhuillier](#)

Small Business: [AH](#)

Medium Business: [Melbourne Cricket Club](#)

Medium Business (Highly Commended): [DraftKings](#)

Division of a Large Business: [Diversey North America Technical Operations and Customer Service Team](#)

Customer Focused Innovations: [FIS](#) – *IFC Client Relations*

Visionary Award: [Merrill Edge](#)

Contact Center (small): [Australian Catholic Superannuation & Retirement Fund](#)
Contact Center (small) [Highly Commended]: [Medela, LLC](#) AND [Hendrick Autoguard Customer Care](#)

Contact Center (medium): [Rockend](#)

Contact Center (large): [American Express Australia](#)

Customer Service Project of the Year – Customer Impact: [Manulife – Life Moments](#)

Customer Service Project of the Year – Continuous Improvement: [Ryan LLC](#)

Customer Service Project of the Year – Continuous Improvement (Highly Commended): [Insurance and Care NSW \(icare\)](#)

Customer Service Project of the Year – Service Innovation: [Manulife – Zoom](#)

Customer Service Project of the Year – Service Transformation: [City of Casey](#)

Customer Service Organization of the Year – Not-for-Profit: [University of South Australia Business School](#)

Employee Engagement Award: [Stryker South Pacific](#)

Customer Culture Award: [Brisbane City Council](#)

2018 Individual Awards:

Customer Service Executive of the Year: [Scott Downing](#) (*Rockend*)

Customer Service Manager of the Year: [Aoife Roche](#) (*Assetlink*)

Chief Client Officer of the Year: [Brian O'Neill](#) (*FIS*)

Customer Service Professional of the Year: [Tim Swartz](#) (*Xero*)

Customer Service Leader of the Year: [Bob Buiaroski](#) (*Manulife*)

If you would like to nominate your organization or a colleague for an International Service Excellence Award in 2019 please contact us at the number below or the email associated with this media release.

About Customer Service Institute of America:

The [Customer Service Institute of America \(CSIA\)](#) is to be the professional body of choice for customer service leaders across the US. The Institute has the exclusive North American rights to distribute the [International Customer Service Standard \(ICSS\)](#) and certify Organizations against the Standard.

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