



## **Announcing the 2017 International Service Excellence Award Winners**

**The 2017 International Service Excellence Awards recognize organizations and individuals for their commitment to excellence in service**

**Chicago, IL – March 19, 2018** Global leaders in service experience, organizations and individuals, 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 recognize their commitment to customer service excellence.

“Year over year, we see competition accelerating and our winners need to excel in various delivery channels in order to meet the needs of today’s educated and “wired” consumer. Additionally, winning organizations need to think “ahead” of their customer and provide innovative solutions before the customer is even looking for them,” adds CSIA’s Managing Director, 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.

### **2017 International Service Excellence Award Winners:**

#### **Company Awards:**

Large Business: *Westpac*

Medium Business: *Ryan, LLC*

Division of a Medium Business: *Hendrick Autoguard*

Small Business (less than 500 employees):

*Greater Nevada Mortgage (winner)*

*Sipi Asset Recovery (Service Champion)*

Customer Focused Innovations: *Merrill Edge*

Visionary Award: *FIS*

Best of the Best: *AH*

## **2017 Individual Awards:**

Customer Service CEO of the Year: *Bernadette Inglis – Westpac Bank*

Chief Customer Officer of the Year: *Brian O'Neill - FIS*

Customer Service Manager: *Kristopher Hubbard – Hendrick Autoguard*

If you would like to nominate your organization or a colleague for an International Service Excellence Award in 2018 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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