

Announcing the 2019 International Service Excellence Award Winners

The 2019 International Service Excellence Awards celebrate organizations and individuals for their commitment to service excellence

CHICAGO, IL, UNITED STATES, January 27, 2020 /EINPresswire.com/ -- Global leaders in customer experience are celebrated 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.



Christine Churchill, Founder and CEO of CSIA notes, “Customers “having a seat at the table” is imperative for businesses that want to remain relevant. International Service Excellence Award winners are never satisfied with “near enough as good enough” when it comes to their customers. They work to provide solutions and innovations that make their customers' lives easier”.



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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:

2019 Company Awards:

Best of the Best: FIS

Large Business: Cebuana Lhuillier

Division of a Large Business: Diversy North America Technical Operations and Customer Service Team

Medium Business: Melbourne Cricket Club

Division of a Medium Business:

DraftKings – Customer Experience Team

Small Business: Soothe

Small Business – Highly Commended:

FedStar, LLC

Contact Center (small): ISN Software Corporation

Contact Center (medium): WEX Australia

Contact Center (large): RTA Dubai

Customer Focused Innovations: Ryan, LLC

Visionary Award: Merrill Edge

Customer Service Project of the Year –

Customer Impact: Intuit Australia

Customer Service Project of the Year –

Service Innovation: RTA Dubai

Customer Service Team of the Year:

News Xtend

Customer Service Project of the Year –

Service Transformation: Johnson

Health Tech

Customer Service Organization of the

Year – Government/Not-for-Profit:

Yarra Valley Water

Employee Engagement Award: The

Academy at Bank of America

Customer Culture Award: FIS

2019 Service Champions:

Organizations are awarded the Service Champion designation when their total points awarded are within 1.5 points of the winning organization in that category.

Large Business: BNY Mellon – Pershing, LLC

Medium Business: Stryker South Pacific

Division of a Large Business: Nasdaq Governance Solutions

Division of a Medium Business: Hendrick Autoguard Customer Care

Contact Center (small) [Highly Commended]: Embrace Pet Insurance

Customer Service Project of the Year – Customer Impact – Service Champion: AH

Customer Service Team of the Year – Service Champion: Transdev NSW Customer Service Team

2019 Individual Awards:

Customer Service Executive of the Year: Tony Pescott (Customer Pulse)



2018 ISEA Award winners at CSIA's Celebration of Excellence and Leadership



Customer Service Executive of the Year: Tony Pescott (Customer Pulse)

Customer Service Manager of the Year: Jennifer Sizemore (FedStar, LLC)
Chief Customer Officer of the Year: Brian O'Neill (FIS)
Customer Service Professional of the Year: Daniel Lopera (DraftKings)
Customer Service Leader of the Year: Brooke Keene (Ryan, LLC)

If you would like to nominate your organization or a colleague for an International Service Excellence Award in 2020 please contact us at the number below or visit <https://www.serviceinstitute.com/recognition/>

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 to the Standard.

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