

The Call Centre Council of Singapore



The Call Centre Council of Singapore (CCCS) offers you the opportunity to network with industry peers, experts and solutions providers. It is an educational platform, a think-tank and a progressive establishment geared towards bringing the call centre and customer-centred industry to greater heights. This is your chance to help shape and develop the industry which you have a vested commercial and professional interest.



congratulates all winners of the **3rd** Annual Call Centre Awards 2003

Corporate Awards			Company's name
New Call Centre	Champion	Corporate Customer Contact Centre	MobileOne Limited
	Runner-Up		Voiceworx Pte Ltd
Call Centre Under 50 seats	Champion	C.A.T.S. (Classified Advertisements Telephone Sales)	Singapore Press Holdings Limited
	Runner-Up		TYCO Fire, Security & Services
Call Centre Over 50 seats	Champion	CitiPhone Banking	Citibank NA
	Runner-Up	SingTel Contact Centre	Singapore Telecommunications Ltd
Individual Awards			Company's name
Call Centre Professional of the Year 2003 (Over 50 seats)	Champion	Cheryl Ng	Standard Chartered Bank
	Runner-Up	Hedy Ling Zi Hui	Standard Chartered Bank
Call Centre Professional of the Year 2003 (Under 50 seats)	Champion	Christeena Ho	TNT Express Worldwide (Singapore) Pte Ltd
	Runner-Up	Jimmy Fu Chee Liang	StarHub Pte Ltd
Call Centre Champion of the Year 2003 (Over 50 seats)	Champion	Molly Too-Yeo Suan Gek	SingTel Contact Centre, Singapore Telecommunications Ltd
	Runner-Up	Chang Swee Wah	DBS Contact Centre, DBS Bank Limited
Call Centre Champion of the Year 2003 (Under 50 seats)	Champion	Patrick Wong Tuck Ming	TYCO Fire, Security & Services
	Runner-Up	Josephine See	MobileOne Limited
Team Leader of the Year 2003 (Over 50 seats)	Champion	Angela Yeo Pei Pei	Standard Chartered Bank
	Runner-Up	Teo Hiu Bank	DBS Contact Centre, DBS Bank Limited
Team Leader of the Year 2003 (Under 50 seats)	Champion	Philip Leow	TNT Express Worldwide (Singapore) Pte Ltd
	Runner-Up	Susana Ahmad	RCI Asia Pacific Pte Ltd
Call Centre Manager of the Year (Over 50 seats)	Champion	Matthew D Sturgess	Tele-Centre Services Pte Ltd
	Runner-Up	Pauline Low	NTUC Income Insurance Cooperative Limited
	Runner-Up	Goh Pi Khuan	OCBC Bank
Call Centre Manager of the Year (Under 50 seats)	Champion	Gary Seet	MobileOne Limited
	Runner-Up	Eunice Lui	TIBS Taxis Pte Ltd
Best Performer Award 2003	Champion	Molly Too-Yeo Suan Gek	SingTel Contact Centre, Singapore Telecommunications Ltd

CCCS wish to express our appreciation to Mr Ted Tan, Assistant Chief Executive Officer of International Enterprise Singapore as our Guest of Honour

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