



# 2010 Awards of Excellence

Congratulations to the 2010 Recipients

## Community Involvement

Category I - Accenture  
Category II – Innovatia  
Judges' Choice – Moneris Solutions

## Customer Experience

Category I – RBC Contact Centre  
Category II – NB Power

## Employee Experience

Category I – TD Insurance  
Category II – Delta Hotels and Resorts

## Environmental Awareness

Category I - Accenture  
Category II – Innovatia

## Technology & Innovation

Category I – Purolator Courier Ltd.  
Category II – Delta Hotels & Resorts GRS

## Training Excellence

Category I - RBC  
Category II – Innovatia

## Member Centre of the Year

Fairmont Raffles Hotels International

## Associate Member of the Year

Canadian Communication Products

## Industry Leader Awards

Bill Swift, Moneris Solutions  
Anne Woodside, Avis Budget Group

## Employees of the Year

Accenture - Nicole Fitzner  
Aditya Birla Minacs - Catherine Sterling  
Asurion -Roland McFadden  
Barrett Xplore - Jennifer Estey  
Barrett Xplore - Scott Pedersen  
Callstar - Sean LeBlanc  
DDx Health Strategies - Joel Gallant  
Delta Hotels & Resorts GRS - Marielle Ringuette  
Directors' Choice - Lei Shi (Lay Shee)  
Fairmont Raffles Hotels Int'l - Wanda Howell  
Innovatia - Charlene Moore  
Marriott GRS & CC Fredericton - Debbie Donahue  
Medavie Blue Cross - Monique Gaudet  
Moneris Solutions - Kathryn MacPherson  
Purolator Courier Ltd. - Lynn Houssen  
RBC Contact Centre - Tricia Arden  
TD Insurance - Charlene Parker  
Unilever - Karin Robinson  
Virtual Agent Services - Mary Craig  
VitalAire Canada Inc. - Sylvie Doucet

## Leaders of the Year

Accenture - Renee Motty  
Aditya Birla Minacs - Debora Collicutt  
Asurion - Tammy Legacy  
Callstar - Clinton Stannard  
Delta Hotels & Resorts GRS - Chantal Boucher  
Directors' Choice- Cindy McLean  
Fairmont Raffles Hotels Int'l - Pat Maxwell  
VitalAire Canada Inc. - Charo Poirier  
Innovatia - Mike Blacquier  
Marriott GRS & CC Fredericton - Laura Grey  
Medavie Blue Cross – Monique Belliveau-Crossman  
Moneris Solutions - Tanya Becker  
Purolator Courier Ltd. - Melanie Bowie  
RBC Contact Centre - Juanita Jensen  
TD Insurance - Heather Pafford  
Unilever - Tara Jackson  
Wyndham Worldwide Canada - Tracy Murray

## Thanks to our Sponsors

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