



CUSTOMER ENGAGEMENT PROFESSIONAL
Award



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**Judges Announced for Annual CustomerCount®
Customer Engagement Professional Resort Trades Award**
Distinguished Panel Will Review Blind Entries

INDIANAPOLIS, IN (September 23, 2019) – CustomerCount® and *The Resort Trades* have announced the selection of a distinguished panel of judges for the Annual CustomerCount® Customer Engagement Professional Resort Trades Award. The panel includes highly respected and knowledgeable timeshare/resort hospitality professionals from various disciplines who have agreed to review entries into the coveted award program:

Scott Bahr (Principal, SB Consulting)
Howard Bendell, RRP (Principal, Bendell Resort Consulting)
Ed McMullen Sr., RRP (Senior Partner, McMullen Development)
Angela Ward (Corporate General Counsel, Mastercorp)
Darla Zanini, RRP (DSZ, Inc.) (formerly EVP, ARDA)

Nominations for the *2019 CustomerCount® Customer Engagement Professional (CEP) Resort Trades Award* officially opened September 2, 2019 and will be open until December 31, 2019. The winner will be announced in March of 2020.

The judges will select the most valuable customer engagement professional within the timeshare resort/hospitality industry based on online nomination surveys designed to measure the nominee's qualifications numerically and narratively. The survey is powered by CustomerCount's software. Judges will make their assessments in a blind judging process, without knowledge of the individual or their company.

The award, in its fourth year, recognizes outstanding leaders who exemplify customer engagement within the timeshare resort/hospitality industry. Qualified people most likely will be resort managers, assistant managers, front desk folks and customer service team members who are in daily contact with members and guests. These outstanding team members exemplify the highest standards in customer engagement and service. Judges will review data entered numerically in specific categories of customer and/or member engagement including on-site rating improvements and social media mentions

and reviews. Along with the quantitative data narrative descriptions with anecdotes and stories to support the nomination will also be taken into strong consideration

The winning customer engagement professional and their company/resort will be profiled in the March issue of *Resort Trades*. Two trophies will be presented; one for the company and one for the individual CEP.

To submit a nomination, visit [CustomerCount](#) or [Resort Trades](#) for a link to the entry form. Or fill out the [online form](#).

About CustomerCount®

CustomerCount is a feature-rich, cloud-based survey solution providing intuitive real-time reporting, fast turnaround on requested updates, and detailed and dynamic data gathering capabilities to support process improvement efforts, build customer loyalty and improve your bottom line. Developed and managed by Mobius Vendor Partners, CustomerCount was initially designed for the timeshare and contact center industries and is now used by organizations across numerous different vertical markets and industries. For more information, visit www.customercount.com or call 317-816-6000. Follow them at <http://www.customercount.com/blog/> on Twitter @CustomerCount or [facebook.com/CustomerCount](https://www.facebook.com/CustomerCount)

About Resort Trades

Resort Trades' print edition is distributed monthly to every resort in the U.S., as well as to a subscriber-base of senior-level executives at resort development, management, and travel companies. The eNewsletter, Resort Trades Weekly, consistently has a 20-plus percent open rate and is associated with ResortTrades.com. Resort Trades offers display advertising, classified advertising, directory listings, as well as monthly industry news and press releases, global analysis articles and in-depth interviews with industry professionals and business leaders.