

Canadian Call Management Association

FOR IMMEDIATE RELEASE

Paul Lloyd Inducted into the CAM-X Hall of Fame

Grimsby, ON, September 30, 2009 - Congratulations to Paul Lloyd (Answer Plus – Toronto, ON) on his induction into the 2009 CAM-X Hall of Fame. This dynamic presentation took place during the Gala banquet at CAM-X's Annual Convention and Trade Show held recently at the Delta Grand Okanagan, Kelowna, BC.

Gary Blair (Tele-Page – Montreal, QC) nominated Paul for this esteemed honour. Amid well wishes from the attending delegates, Paul took the stage to share a brief history of the inception of the Award of Excellence Program, in which he played a large role.

The Award of Excellence celebrates its 20 year anniversary this year and the birth of the program can be directly related to Paul's innovative foresight. In 1988 Paul was serving as a CAM-X Director when he suggested incorporating a benchmarking program as an industry tool to exemplify the all important customer service aspect of the Call Centre Industry. Over the ensuing years, the popularity of the award grew and CAM-X was quick to grow with it. The CAM-X Award of Excellence program, notwithstanding its prestige within the Contact Management world is now universally used as an effective training tool to enhance and expand Customer Service for registered participating Members.

The CAM-X Hall of Fame was established by the Canadian Call Management Association in 2001 in order to recognize dynamic individuals whose leadership has contributed to the evolution of the Telephone Answering Service and Call Centre Industry. The Hall of Fame celebrates inductees for their accomplishments, their vision, and their leadership as well as for their tireless efforts to promote, support and protect the TAS/Call Centre industry.



About CAM-X

Based in Grimsby, Ontario CAM-X is a Canadian based trade association for the Call Management industry which includes: call centres, telephone answering services, voice-mail services, telemarketing services, and other communication services. Their goal is to contribute to their members' profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of the industry. (www.camx.ca.)



Best Regards,
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<http://www.answerplus.ca/media/CAMX-Hall-of-Fame.pdf>
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