



**Do you want to risk losing a great employee because  
you were too busy to recognize him/her?**

The term Wizard was initiated by CCN Founder, Richard Kaller, as he encouraged salespeople to “Become the Wizard” in the prospect’s mind for the solution to their home improvement needs. Its popularity among CCN members led to the creation of the “Wizard Awards” to demonstrate skill and accomplishment in a given area.

Recognition is a key tool in employee retention programs for a reason: people need more than constructive feedback and positive affirmation. They need recognition of extra effort. They need to “feel” it. This will never go away as a basic human need. People crave recognition and they will put in extra effort just to get the acknowledgement of their leaders and peers, the glow that comes with knowing an achievement has been seen, appreciated and celebrated.

Do you have an outstanding salesperson, office manager, foreman, production manager, sales manager or other employee? Is your company doing really well? Have you recognized another company or member doing well? Nominate them!

One of the easiest ways to recognize the "Wizards" is to nominate a person or a company for a CCN Wizard Award. Everyone within the CCN network is able to read each nomination for the individuals and companies nominated and then vote their choices for the “Best of the Best”.

The CCN Wizard Awards will be presented at the Richard Kaller Wizard Award Dinner during the 2019 CCN Winter Conference, January 9-12 2019 in Punta Cana, Dominican Republic.

**To make your Nomination for the CCN Wizard Awards:**

1. Read the descriptions of each category.
2. Make your nominations for each category by:
  - a. completing the online nomination form at:
  - b. sending your written nominations in digital format to [danny@contractors.net](mailto:danny@contractors.net)
3. Nominate anyone in your company or your company who deserves recognition for the good work they’ve done!
4. Return your nominations by the deadline of August 17, 2018. **No nominations will be accepted after the deadline!!!**
4. Nominations will be published and voting will be done by the Steering Committee.
5. Award winners will be announced at the Richard Kaller Wizard Award Dinner at the CCN Winter Conference, January 9-12, 2019 in the Dominican Republic.

**Take advantage of this opportunity to recognize the WIZARDS in your company by making your nominations now!**

# Certified Contractors Network

## Wizard Award Descriptions

### Rookie Sales Person of the Year

No prior sales experience  
Hired within previous calendar year Reports sales results consistently Uses CCN 4P Process consistently Uses SCSP consistently  
Demonstrates Professionalism: Professional appearance  
Prompt for appointments  
Places job signs on all jobs  
Participates in continuing education programs to improve skills.  
Team player:  
Offers help to others  
    Helps in dispute resolution  
    Expedites completion of jobs  
    Contributes to sales meetings  
Maintains a positive attitude  
Demonstrates measurable proof of sales ability  
Demonstrates technical ability:  
Submits accurate estimates  
Handles change orders easily

### Rookie of the Year Office Manager

Must have been hired in past calendar year as office manager.  
Schedules appointments for everyone and assures compliance  
Demonstrates eagerness to support company policies  
Acts with company mission in mind  
Promotes positive company image  
Creates a competitive edge for company  
Contributes to running office more efficiently  
Participates in continuing education  
Maintains good relationships with everyone in office  
Demonstrates good leadership skills  
Works hard at making boss look good

### Rookie of the Year Production Manager

Must have been hired in past calendar year as production manager  
Schedules work & materials in a timely manner  
Demonstrates excellent organizational skills  
Participates in continuing education for self-improvement  
Brings jobs in within budget  
Demonstrates superior manpower skills in hiring, promotions, incentives  
Maintains a reasonable backlog of work Maintains production firewalls  
Handles disputes & customers in a professional manner.  
Promotes efficiency on the job Disciplines with dignity  
Maintains a safe work environment Team Player  
Acts with company mission in mind  
    Interacts positively with sales dept.  
Maintains a positive work environment

### Rookie Company of the Year

Joined CCN within past year  
Demonstrates continued sales growth since joining CCN.  
Has completed clear mission & business plan. Has clear organizational structure.  
Has started implementing job descriptions for all positions  
Has started creating systems for at least one of the following: Sales, Accounting, Marketing & Lead Management, Production Firewalls, TQM meetings.  
Adopts CCN procedures & practices.  
Maintains positive company image. Adheres to CCN Code of Ethics.  
Participates in CCN meetings.  
Provides benefits to company employees. Has excellent safety record.  
Can demonstrate 1 area of positive change since joining CCN

## **Office Manager of the Year**

Team Player:

- Schedules appointments for everyone & assures compliance

- Maintains good relationships with everyone

Acts with company mission in mind

Problem solver

Able to stabilize difficult customers

Assists with compliance of company policies

Promotes positive company image

Creates a competitive edge for the company Helps to collect money

Participates in continuing education programs.

Makes the boss look good.

Promotes a positive work environment

## **Production Manager of the Year**

Schedules work & materials in a timely manner Has superior organizational skills

Participates in continuing education programs for self-improvement

Brings jobs in within budget

Demonstrates superior manpower skills:

- Hiring

- Promotions

- Incentives

Maintains a reasonable backlog of work

Solves firewall problems

Handles disputes & customers in a professional manner.

Promotes efficiency on the job

Disciplines with dignity

Maintains a safe work environment

Team Player

- Acts with company mission in mind

- Interacts positively with sales dept.

Maintains a positive work environment

## **Sales Manager of the Year**

Trains use of CCN "4P" & SCSP

Encourages weekly sales reporting

Demonstrates an increase in sales volume over previous year.

Enforces compliance with CCN procedures Helps salespeople with disputes

Helps salespeople save sales

Encourages & supports salespersons to perform at their best

Goes the extra mile for his team Is a "head fixer"

Team Player:

- Helps expedite completion of jobs

- Holds company vision & adheres to company mission & goals

- Helps expedite flow from sales to production

## **Project Manager of the Year**

Maintains superior technical skills

Reports to job on time consistently

Maintains accurate paper work

Consistent superior quality of work on all jobs.

Completes jobs in timely manner

Provides on job training to crew as needed

Maintains a safe work environment

Promotes positive company image & competitive edge.

Handles customer complaints in positive manner.

Collects money consistently

Problem solver

Handles change orders easily

Places job signs on all jobs

Maintains the company equipment

Receives consistently excellent letters of recommendation from customers.

Maintains positive work environment

## **Best Boss**

Who do you love to work for? (doesn't have to be the company owner)

Encourages you to do your best

Helps you overcome difficulties on the job

Incentivizes you to perform your best

## **Salesperson of the Year**

Reports sales results consistently  
Uses CCN 4P Process consistently  
Uses SCSP consistently  
Demonstrates Professionalism:  
    Professional appearance  
    Prompt for appointments  
Places job signs on all jobs  
Participates in continuing education programs to improve skills.  
Team player:  
    Helps to train others  
    Helps in dispute resolution  
    Expedites completion of jobs  
    Contributes to sales meetings  
Maintains a positive attitude  
Demonstrates measurable proof of sales ability  
Demonstrates superior technical ability:  
Submits accurate estimates  
Handles change orders easily

## **Company of the Year**

Demonstrates continued sales growth over last year.  
Has clear mission & business plan.  
Has clear organizational structure.  
Has job descriptions for all positions  
Has systems in place for the following:  
Sales, Accounting, Marketing & Lead Management  
Production Firewalls, TQM meetings.  
Adopts CCN procedures & practices.  
Maintains positive company image.  
Adheres to CCN Code of Ethics.  
Participates in CCN meetings.  
Provides benefits to company employees.  
Has excellent safety record.

## **Special Achievement Awards**

Most sales \$ in year  
Largest sales volume in one week period  
Biggest growth in sales over last year  
Most improved Company  
Most improved salesperson  
Recruitment of most companies to CCN

## **Most Helpful Member of the Year**

Helps other member companies and employees throughout the year  
Attended meetings on a regular basis  
Contributed good ideas at meetings.  
Actively sought people out to network their companies.  
Volunteered to provide phone support or encouragement to members.  
Shared experiences through audio recordings

## **Company MVP**

Did you have an employee who made this year possible? Either in numbers or morale or some other vital way. Who was your Most Valuable Player?

## **Administrative Professional**

The Administrative Professional of the Year Award was created to honor an administrative professional who provides exceptional service, going above and beyond basic job expectations. Individuals are nominated for their outstanding service, superior performance, exceptional efficiency, integrity and dedication to their company and to fellow employees.

The nominee should be imaginative and creative possessing outstanding administrative or technical ability and exercises leadership and initiative. Demonstrated administrative/secretarial skills  
Demonstrated support for personnel internal and/or external to the company  
Demonstrated creativity or resourcefulness in accomplishing major assignments  
Performance over a period of time or connected with a singular accomplishment  
Demonstrated proactive and in-depth work resolving one or more of the office's administrative issues

