



## Invitation to the ECCCO Awards 2011

To be held in Milan, Italy at the Hotel Nhow on the 19<sup>th</sup> of January 2012

ECCCO and CMMC are pleased to invite you to the European Contact Centre Confederation Awards that will take place on the 19th January 2012

### Programme:

19,30 - 20,15 welcome cocktail  
20,15 - 20,30 welcome address  
20,30 - 21,45 dinner  
21,45 - 23,00 awards ceremony  
23,00 - Conclusion of the event

**A representative from your Association plus the winner of your Awards are both invited to attend and you will be recognised by a trophy presentation on stage during the evening. There is no requirement for a speech.**

**Please confirm by email by 15<sup>th</sup> December at the latest whether you and your winner are able to attend.**

**Email address is: [info@club-cmmc.it](mailto:info@club-cmmc.it) or: [marialaura.cappetti@markab.it](mailto:marialaura.cappetti@markab.it)**

**We look forward to seeing you there!**

**Regards**

Vincent Vanden Bossche, President ECCCO

Mario Massone, Founder CMMC



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About the Hotel Nhow , Via Tortona 35, 20144 Milan.

nhow Milano benefits from a great location in one of Milan's most dynamic neighbourhoods. With its unique, contemporary design, nhow Milano offers inspired fusion between fashion, original design, and elegance. High-end minimalist design and exceptional architecture contribute to your unique experience in Milan.