

Greetings and welcome

“Customer Service Served Sunny Side Up”



Presented by the Projex Unlimited Team
Suzie Patrick and Tanya Lyders

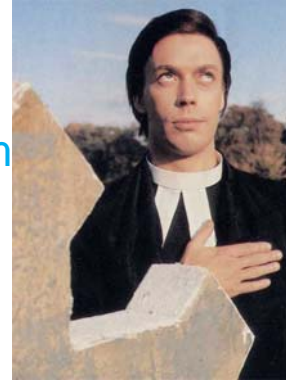
5th Nov 2009



Welcome everyone – please take a seat at the table on which there’s a card that’s the same colour as the card you were handed at the door.

Dearly beloved....

- We are gathered here today
- Customer service: the **A** team
- Living up to the challenge
- Who Wants to be a Millionaire?



Dearly beloved we are gathered here today...not to preach to you but Tanya and I would like to entertain you.

We are going to talk about the characteristics of what we call the customer service 'A Team', and then we'll talk about living up to the challenges of being the 'A Team' and how you can 'keep ahead' of the game with your customer service.

We'll share some funny stories along the way and provide you with some existing ideas to try in the variety of functions that you perform such as managing:

- Reserves under the Property function
- Airfields administration
- Road closures
- Council purchases – roads, reserves, community buildings
- Housing
- Maintenance of buildings
- An interesting fact:

How long do you think it takes for your customers to gain an impression of your organisation?

It takes just 59 seconds

You will notice that you have been put into teams. This is how we work at Projex and reflects the approach that we take with our clients. We want to make this session fun so we will be inviting your team to participate in our version of 'Who Wants to be a Millionaire?' – which is 'Who Wants to be a Customer?' at various stages of our presentation.

Listen for the whistle which is when it will be time for 2 teams that we will nominate to have a go at answering a question about our presentation content thus far. If the first team is unable to answer the question before their 30 seconds is up, then it is the second team's turn to have a go. Alternatively the two teams could both select an answer and collaborate to reach a united decision in 2 minutes. Each team will then be rewarded with a 'team' treat for participating.

As you will see from the coloured card on your table, each of you belong to a team that corresponds with one of your customer groups.

At the end of our presentation we will have ten minutes for questions from the floor – which is when you get to ask us some questions.

Both Tanya and I will be around for the rest of the day – you are welcome to visit us at our stand

Welcome: Greeting



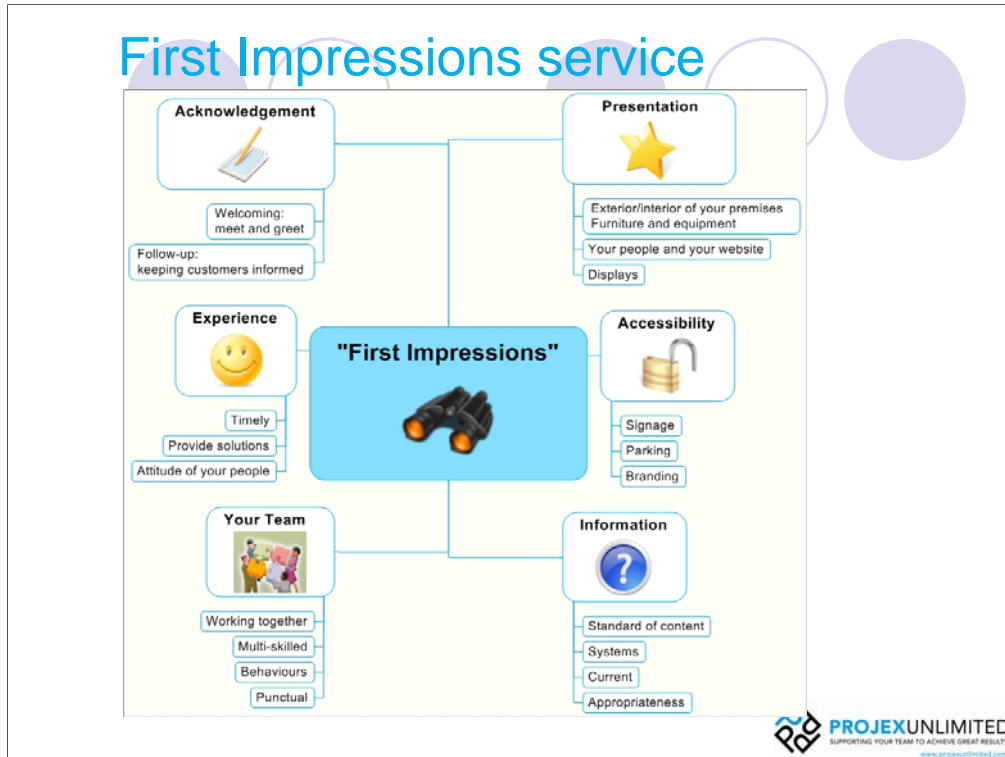
'Customer Service' might seem like common sense, but how hard has it been for you yourself to receive or provide excellent service? We often give great service some of the time, but the key is to provide "Top notch" service every time we make contact with a customer.

Projex's top five points for optimising customer contact are: Welcome. Listen, Hear, Act, and Follow-up. We'll take you on a journey through each of these points.

A truly warm welcome can be totally disarming. About a year ago, we were completely blown away by the greeting we received at a small restaurant. It was as if we were long lost friends because the proprietor seemed so grateful that we'd come into his restaurant! The food was good, but to be honest it wasn't great. That didn't matter so much because the amazing 'welcome' from this gentleman lasted right throughout the meal. We have never forgotten this experience and fully intend to go back.

How do you greet your customers? All of us make contact with council's in person, by phone and email - not necessarily in that order, and we are the recipients of a different 'quality' of greeting depending upon whom you talk to at the council.

If you want to know more about this you are welcome to check out our 'First Impressions' service at our stand. See the next slide for a mindmap about this service.



Our 'First Impressions Service' provides you with a snapshot view of the level of service that you currently offer, and delivers a quick action plan that will enable your team to deliver 'top notch' service.

Your customers like it when they know your name so make sure you use your name in your greeting.

I really liked the lady that called and said 'I really need to talk to that lovely gentleman who visited out property - you know the one with the nice legs and he always wears those lovely blue shorts – if only this lady knew that this was the council uniform! The customer service Rep at the council did her best to work out which 'gentleman' this lady was referring to out of the 20 or so men in that team that fitted that description.

Welcome: Eye Contact



As we've already mentioned, making good eye contact as soon the customer enters your premises is just as critical as your greeting.

If you are anywhere near your customer, say hello as soon as you can.

If you are with a customer, acknowledge other customers and let them know you will be with them as soon as possible.

Nothing is more frustrating for any customer than waiting to be acknowledged.

Welcome Presentation



Does your office look like this?

How your premises look AND how your people look tells a customer what your organisation is like before they even make contact with your staff.

Welcome

The right frame of mind

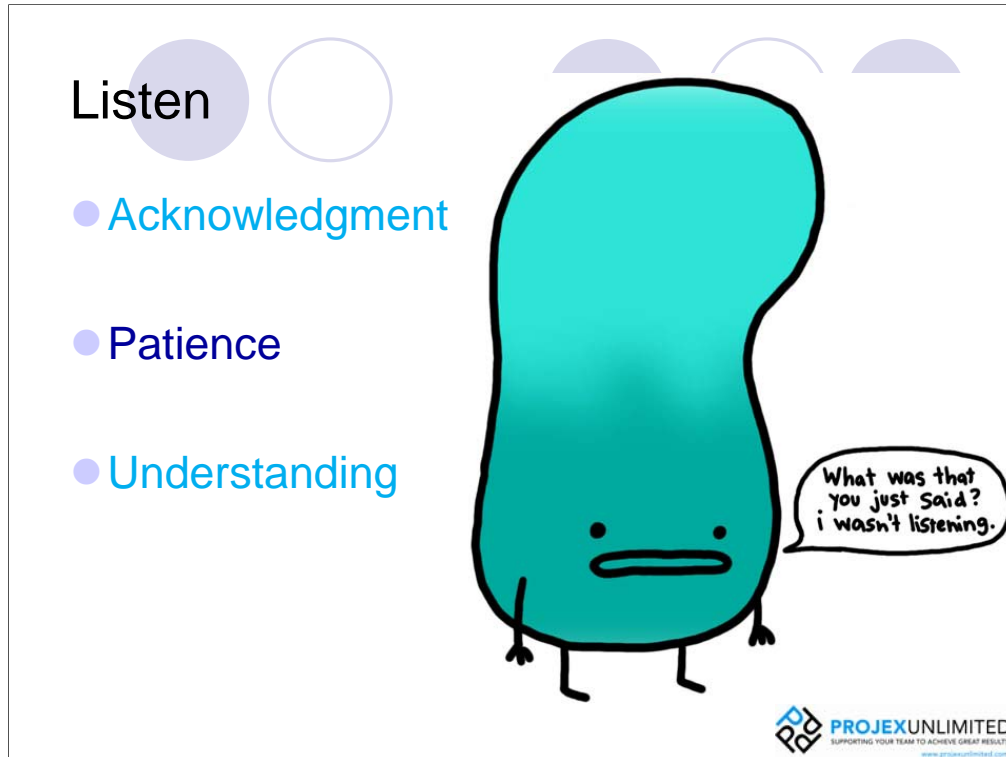


Don't you love this? I wish I could sometimes bury myself in the sand and chill out before I tackle the next customer service challenge.

Often it can be hard to provide excellent service when you have high workloads and deadlines to achieve, however there is only one "moment of truth" that you are measured on by your customer - so you have to perform your very best each and every time.

Try what ever works for you – a smile picture – a smile hat that you wear to put you into a positive state of mind. The Projex team has hats.

Always remember that how we behave is completely our choice.



Acknowledgement

Customers love being acknowledged whether it be in-person, written or on the phone. Put them in control.

As part of the service we undertake for our clients we survey a lot of customers and we facilitate customer focus groups. 95% of the time the most common improvement suggested is:

“If only we could get acknowledgement that you have received our enquiry and when we can expect a response – is that too much to ask?”

Ask your customers what they expect and how they would like you to be keep them up to date about their enquiry.

Where there has been a mistake – acknowledge, apologise and make it right.

Patience

Let your customers explain their problem first – let them tell you what they need first. Let your customer have a rant and rave if they need to. In situations where your customer has a complaint, avoid taking it personally.

Understanding

You need to understand what the customer is trying to achieve. The key is having an open mind - the ability to look at both sides of a problem without any preconceived judgments or prejudices.

As the saying goes - the phone is like a screw driver because it can open things and close things and it can also screw things up.

Challenge yourself to see things through your customers' eyes, and let them see that you value their concerns as much as they do

Hear

- Look through your customer's eyes
- Ask 'open ended' questions
- Verify customer needs
- Make good decisions



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Look through your customer's eyes

Hear the questions your customers are asking:

- What are they questioning?
- What comments are they making?
- What objections are they raising?

Asking sensible, relevant open ended questions

Open-ended questions elicit longer explanations, involve your customer in a more in-depth conversation and hand control of the conversation over to them. Doing this demonstrates to the customer that you want to help them.

Verify your customers' needs

If we do not know what our customer's needs are, then how will we know how to satisfy those needs?

Help them make good decisions


Many customers approaching council are doing so because they have been told that they need to but they aren't sure that what they really need. Customers are always right about the problem that they have but are often wrong about the solution.

Council processes require a lot of explanation. Your customers receive a lot of information and this can sometimes be overwhelming for them..

Always apply the KISS principle – Keep it simple and sincere

Act

- Take responsibility
- Find the answer
- Complete the job



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We like the 'A Team' because they ACT and take responsibility!!

Take responsibility

Your organisation might have a customer service team that is your first point of contact for customers, however the delivery of excellent customer service is actually a philosophy of operation, which must be adopted throughout the whole organisation, not just by frontline staff. Successful service rests with the staff member receiving the enquiry, and this person must take full responsibility to ensure that a satisfactory resolution is reached for the customer (especially when the enquiry has had to be handed over to someone else to complete).

Find the answer that meets their need

Actions do speak louder than words: if we say one thing and do another - guess what the customer remembers? It doesn't matter if we have a million great excuses, nobody wants to hear excuses – especially customers – they want the job done.

Undertake the complete job

So you might have to contract someone to undertake the job. When you sub contract any of your services, remember that these contractors become the face of your organisation

- Can they perform to the high standards that your expect?
- How will you measure that their service meets your expectations and meets your required performance levels?

Follow-up

- Make contact personally
- What's the best?
- Find a better way
- Advise outcome



Make contact personally

Customers love it when you call them to follow-up about an enquiry even if it has been resolved to their satisfaction.

What was best? What can we do better?

Ask 4 simple questions of your customers:

- What did we do well? (what should we keep doing)?
- What did we do poorly? (what can we improve)?
- What did we not do that you needed us to do? (what should we start doing)?
- What did we do that you didn't need? (what wasted your time and our time)?

If you really want to make improvements that will have wide organisational impact then bring your customer groups in and listen to what they have to say. This is a good reality check and never fails to have an impact. One council I worked with did this and was blown away when they heard; a tourism operator explaining that a decision the council had made to close a road that was located near their business without any prior consultation had reduced their revenue by \$100,000 within the first 4 months of the road closure.

Find a better way: learn and apply

See complaints as a gift - 'only one out of every nine unhappy customers bothers to complain'. Typically, unhappy customers will tell between five and twenty others about their bad experience.

Advise the outcome of lessons learned

Let the customer know what you have done with their feedback – this will stimulate more and more opportunities for you to provide even better service. One council did just that in relation to an Animal Control complaint. The guidelines at the customer centre for taking a simple complaint from the customer became an interrogation and also a lot of work. However, when a customer eventually spoke directly with Animal Control staff and mentioned this, the guidelines were changed to make it easier for customers to lodge their complaint.

Its Quiz time – “Who Wants to be a Customer?” Over to you Tanya.



Question One

Which of the following is NOT one of Projex's top five points for good customer contact?

▶ **A.** Letting the customer know when they are wrong

▶ **B.** Act

▶ **C.** Listen

▶ **D.** Follow up





Question Two

When we 'act' for our customers we are...?



A. Striving to emulate Basil Faulty as a role model



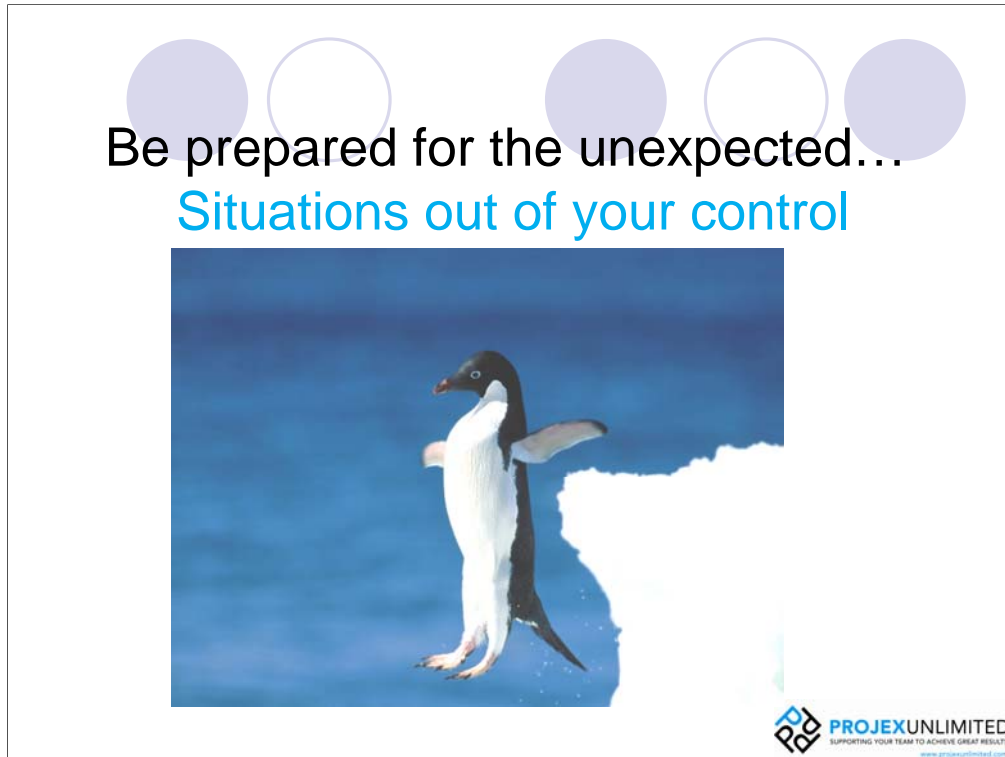
B. Ensuring that we always prioritise local government rules and regulations



C. Taking responsibility so that a satisfactory resolution is reached for our customer



D. Always mindful that time is money



This penguin would need to be prepared for the unexpected!

There are times where you can't control the situation unfolding, for example, snow dumps that happen without prior warning. This can upset some of your customers – they consider that services should still tick along as usual.

What a customer considers urgent might not be what is important for council's criteria.

There was a little old lady who used all her energies the night before to put out her rubbish bag at the kerb for the nice rubbish men to collect the next morning. This little old lady rang up the council very distraught that her rubbish had not been picked up as she was unaware that there had been an unexpected snowfall in the city overnight. Rubbish was the least of the Council's worries on this particular day, given that a grit truck had just destroyed a significant monument in the city when it lost control in the icy conditions.

And then there are the services that the Council usually undertakes, but someone else beat them to it! A community housing tenant rang council to ask when the new carpet was arriving for her unit because she had been waiting quite a long time since they'd taken the old carpet away. The confused Housing Officers had to advise her that it wasn't their team who had taken the carpet away in the first place.....oops!

Be prepared for the unexpected... Questions not in your area of responsibility



How you behave at all times impacts the reputation of your organisation and your colleagues. As we've mentioned before, everyone is responsible for providing a good service to customers no matter what questions are asked by the customer.

Customers expect you to know, after all, you work for the council don't you?

These expectations from your customer start from your first day with the organisation. I'll never forget my first day working at a Council – it was quite a journey getting to work and making a good impression on the first day. We woke to the biggest snow dump in the city ever. I got down to the end of our driveway – and it was too slippery. I had a letter from the organisation saying I had to report at 8:30am. I went back home and put on my old gear complete with socks over shoes etc and slid down the hill. I walked into town, got changed in a public toilet into my good work clothes and then arrived at Council to find nobody there except for one member of the Property team. The Parking team had all been sent away in 4WD's to rescue important council people from the hills. I became a customer service person answering the phones for council. I learnt so much about the council in the shortest time. This became very invaluable experience for my role in the Council. Later in the same day when more of the team arrived at council the Property Services team drove me to see my boss who could still not get into work because she lived on the hill – didn't they give me great internal customer service?

The whole team worked together to deal with the unexpected.

Be prepared for the unexpected...
Questions not in your area of responsibility



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This sign is so cool – a cliff hanger – and this is in NZ not far from here – how bazaar!

Customers can be all types – but each and every one of them are our customers and we need to treat them with respect.

A hippy greenie lady rang into council to ask which phase of the moon would be the best time to plant her carrots. English was her second language and so it took some time to work out what the customer was actually asking. Good old 'Google' had the answer and another happy customer left the council.

Utilising the Internet (information at our fingertips) has assisted many of us to provide much better service than we may have done in the past.

Be prepared for the unexpected...
The date is looming!



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Don't you wish you could change the time on your project like this guy – I like it!

We all manage projects that have a launch date. Customers have higher expectations that service will be better if customer service areas look 'flash'. One council I was working with was putting all their resources into equipment and layout of the customer services area – they spent mega bucks. I had stressed several times that as a customer what you see is what you expect - it looks so wonderful therefore. the service should be truly wonderful. Much to their customers' dismay the council did not spend any money on information capture, better processes and information sharing etc until well down the track. In the meantime many staff in the council wore the flack from customers because service had not actually improved – and they received this criticism at work but also outside of work in social occasions.

Be prepared for the unexpected...

The date is looming!



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We love this sign – such clear directions don't you think??

Customers also expect a better service form councils because they are paying for it. Councils are closely scrutinised by everyone, so you have to be transparent and accountable. Everyone has an opinion about what they want the council to be doing. We are all ratepayers ourselves and we all have different expectations.

Communicating regularly about the good things that council has done and creating that visibility to the customer is really important, e.g., putting up signage around the city pertinent to the projects that council/customers are funding is really important - as is emphasising how these projects benefit council's customers.

It's Quiz time – “Who Wants to be a Customer?” Over to you Tanya.



Question Three

How can your team follow up effectively with your customers?

▶ **A.** Gently tell them that they complain because they had unhappy childhoods

▶ **B.** Give them stickers and jelly beans

▶ **C.** Ask them for feedback and let them know what you've done with their feedback

▶ **D.** Give them expert advice about good customer behaviour



Question Four

How should your team handle unexpected questions/situations?

- A.** Ensure that a councillor is on call to answer these questions
- B.** Refer these questions to another council department
- C.** Make sure that you have emergency services on speed dial
- D.** By using patience, humour and effective information systems

Never a dull moment.....



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You never know quite what's going to happen in your day job. This contractor had a good day – not!

Anything and everything can happen – so, a sense of humour is very important.

Many of you will have customer service agency that screens your team's calls and responds to some of the more straight forward 'FAQ's (Frequently Asked Questions) asked by customers.

On any given day you could be providing a very wide range of customer service.

Once we had a customer ring one of our community housing maintenance team members about a situation where her toilet wouldn't flush. During the call the customer remarked that she had called the customer service team from her mobile whilst on the toilet and would now flush it to demonstrate what seemed to be going wrong when she went to the loo.



Managing workloads can be a challenge when you don't have control over them.

Someone has a deadline to meet and then this in turn becomes a nightmare for your team to deal with e.g. a rates mail out of a letter in which there was conflicting information was undertaken by the rates department – no one else in the organisation knew the letters had gone out and suddenly the council was flooded with 5 times as many calls when customer's received them.

It is so easy to avoid this if you have a quick check list at each of your team meetings and your reminders at the end of the day –

“What do I need to communicate today that will have an impact on our customer service?”

It is 'key' that everyone knows what else is going on in the organisation e.g. a road is being closed, there are proposals underway for changing where parking will be in the city etc. Everyone in the organisation needs access to up to date information. Utilising your organisation's Intranet is a good way to achieve this

Never a dull moment.....

Effective teamwork



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To achieve successful customer outcomes you need to work with many staff from across the organisation.

We were working on a major customer service project in Melbourne. The situation was very different over there where we had staff from many different unions coming together. The unions each had their agendas so unfortunately we arrived at a staff lock out situation. The project team had managed to build some really valuable working relationships with other managers and staff across the organisation so from day one we all worked in the centre. We never thought we would be undertaking tasks like cleaning toilets and vacuuming carpets whilst also learning about the practical systems like the new Knowledgebase system and phone system. All hands were on deck to make the opening day a success.

We can't do our job on our own:

- Trades people – their plan might change owing to funding, so we need to check in with these people about what is possible and then reaffirm what can be done
- People have their own timeframes to work to rather than considering that we are all working for the customer

Never a dull moment.....

Effective teamwork



What a notice - the 'authorities' in this team must have a lot of fun!

Managing projects effectively is critical. If we do not plan far enough ahead then we have problems when materials will not be delivered in the timeframes required to complete the job. One crisis management approach from a member of the team tends to let the whole team down.

Project Teams are operating within a system where they are dependent upon others and can't single handedly deliver the outcomes needed. They are reliant on resource consents going through and in most cases are working with internal departments e.g., Finance, Building Control, Executive Management, and Planning teams to make this happen. Having a good understanding of each others' roles goes a long way towards making this process a smoother one.

Believe it or not - in one project I worked on with a council we had the full executive management team staff the phones and front counter once a month. They did this so that the customer services team could have a meeting as a team with other key staff within the organisation to constantly improve processes. This was mutually beneficial because the management team obtained a better understanding of some of the barriers getting in the way of the council delivering better service. It also meant that improvement ideas put forward by staff were supported and quickly approved by Management

Never a dull moment.....

Menial interruptions



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Does your community hall look like this? The locals really cannot do without their hall.

Customer Service is not an interruption or a back end job but the most important function. Let your customers see that your organisation values customers and does not see them as interruptions.

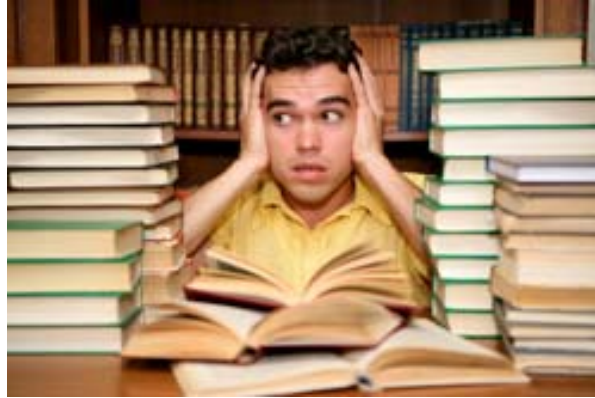
Dealing with annoying menial interruptions can be a pain but they have to be dealt with immediately and in the most pleasant way such as:

- running out of dunny paper - obviously a crucial moment in the customers eyes
- dealing with a drip from above where the roof has leaked and the leak has dripped on a very important contract document – not good
- being contacted about the need to remove a pumpkin from the spire of one of our most prominent historical building
- cleaning up after a washing machine spill in an elderly persons flat. Staff took a mop and bucket but these did not fit into the car. The mop had to project outside the car window and the team was hanging out of the car holding the mop – pedestrians must have thought that this looked very interesting!

And we love this story – one of the organisation's most historic properties has a huge clock mechanism on it and this had stopped working. The contractor who was called in to fix it took it upon himself to show off by imitating the hands on the clock without any safety gear on . OSH were appalled as you can imagine and the organisation was very embarrassed by the incident.

Never a dull moment.....

Access to accurate/complete information

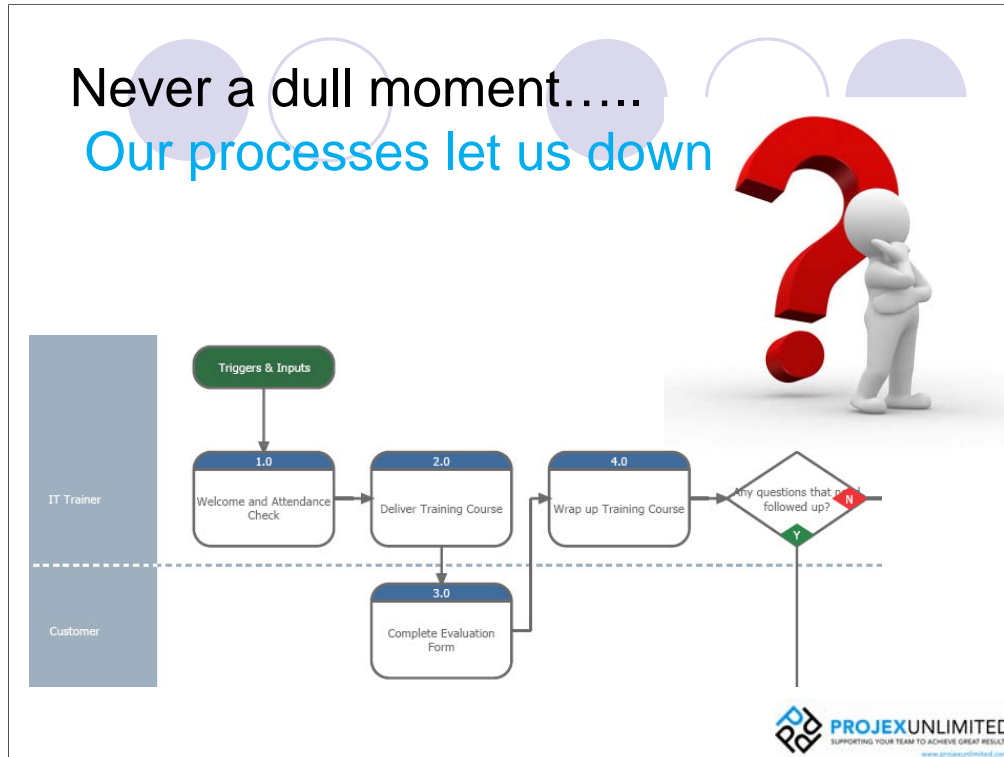


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When you need to be on site, having access to all of the necessary information makes the difference between delivering merely average service to your customers or delivering outstanding service to them. GIS maps displaying all of the information that you need require good processes to be in place so that information is accurately recorded, e.g., what pieces of land the council owns, what are reserves etc, and links to relevant information such as deeds and leases.

Information completeness can be resolved by bringing together all relevant parties in your organisation who receive the information and creating processes that ensure information is captured completely and in real-time.

We were implementing a customer request database in one council and training the field staff about how to use the system. One bright spark wrote in the database – whilst dealing with a seepage issue, my colleague slipped next to the car and ripped his pants - what a site for me and the customer to see, We quickly reminded everyone in the team that everybody could see this information and that once it was recorded it was considered a formal record.



Sometimes we have incredibly cumbersome processes that make no sense at all to our customers. Decisions slow us down. If we were working in a private business decisions would be made a lot faster. There is so much red tape and this can be very frustrating. Change in large organisations can be very slow. Put your energies into what you can influence and change. You and your team and your customers will gain a lot more satisfaction from this approach.

We recently undertook a process review with a council and they were astounded to see that this specific process took 3-4 months from whoa to go. (the same process provided privately takes a maximum of 1 month). The customer had interacted with the parties concerned 25-32 times and had to deal with 8 different parties throughout the process – some of which were sub contractors. The customer saw them all as being council employees and could not understand why one person contacted them about something and then they had to repeat the same story to the next person. The customer also couldn't understand why these different people seemed to ask them the same questions and collect the same information. By working with the staff concerned and utilising customer feedback we reduced timeframes to 6 weeks (we are hoping to get it down to 4 weeks) and the number of parties contacting the customer has been reduced from 8 to 2.

Its Quiz time – “Who Wants to be a Customer?” Over to you Tanya.



Question Five

Which of the following statements is true?



A. Customer service is a 'back end' job



B. Your external customers have the most challenging needs



C. The customer is always right



D. Our organisation's processes can sometimes let us down



Question Six

Effective teamwork is important because....?

- A.** It's the natural way for all human beings to work together
- B.** It enables staff across an organisation to achieve common goals
- C.** It's important that we can share the blame when things go wrong
- D.** We don't have to feel guilty about taking sick days



Question Seven

What happens when we collaborate?



A. There is less office gossip



B. We can manage customer expectations



C. We may need to work harder to maintain quality processes



D. There may be fewer resources to go around

Managing expectations.....



I hope you haven't parked your car and come back to this?

Internal customers can have their expectations met by collaborating. A project we took on involved looking at the huge inefficiencies caused by council advertising articles in the newspapers and also via other advertising avenues. The expectation of management was to save \$\$, time and embarrassment and the internal customers time and \$\$\$. Everyone in council had previously dealt with the advertising agencies as separate departments and had their own processes and templates. A lot of brainstorming was undertaken by the staff managing these processes in order to come up with the best way to present this information to the public. A new improved process and central database was born with consistent information, and everyone in the organisation had access to this information which they didn't have before. Staff having high customer contact could utilise the database to highlight anything that might come up and pre-empt calls that might be made by customers – the whole organisation worked as a team. It saved many \$\$ in advertising and more accurate information was published.

If you understand people's expectations this makes providing excellent customer service so much easier. We undertook a LIMS process review project with a council and convinced the council that we needed to involve customers in the improvement process. We brought together lawyers, real estate people, developers etc. When these people were showed around they couldn't believe that a LIM could be produced in ten days via the current process. As a result, we discovered that they would bear the cost if the LIM service became a quicker service. Customers in this situation came up with a range of products and services by working together with Council. They could see efficiencies for their businesses as they would not need to employ someone to retype the LIM information and they could also please their customers by providing more accurate and complete information sooner. The moral of the story here is; involve your customers in your problem solving and you will be amazed at the improvements you can make to your service!

Managing expectations.....



You may not believe it, but in your sector there is competition. Many of your customers have dealt with other councils and if your council does not provide the service to the same high level then their expectations are not met. Being fast enough is definitely an issue. Customers' see something and you as the provider are supposed to have thought of it already.

There are some 'interesting' tenants who lease city property from local government, whose understanding is that local government is a registered charity.

An example is a situation where a customer/tenant had a parking ticket and so refused to pay her rent.

Another customer/tenant who had experienced what she believed was too long to wait for a building consent, withheld her rent in protest. These situations have to be handled delicately because there is every chance that her grievance will end up on the front page of the local paper if they are not handled in the right way.

One property services division of a large organisation that we know of provided their internal customers with an unexpected value added service by providing a recycling centre for the organisation's old furniture.

Understanding your customers

- What are your customer groups?
- What are your customers characteristics?
- What do they see as important?



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If you know and understand your customers you can provide a service that meets their needs. How many of you know what your customers want?

What are your customer groups?

Have you defined who your customer groups are?

Internal customers such as:

- Planning team, Roading team, Building Control, Councillors and elected representatives
- All staff where your team provides the office space that they work in, ensuring that it is warm, comfortable, healthy and safe.

External customers such as:

- Leaseholders /Tenants, Rate payers, Solicitors, Real Estate people, Valuers, Surveyors, Pensioners, other councils

And your partners are customers, such as:

- Sub contractors, LINZ (obtaining accurate information from LINZ in relation to Crown land and heritage and ownership of properties/land)

And their characteristics which determine their requirements?

All of our customer groups have different needs and expectations e.g.

- *Pensioners:* Chat to me, counseling, I want it done yesterday. Use simple language with them. They want good, accurate information now, and are financially not well off.
- *Real Estate industry:* They want you to deal with it now and see everything as urgent. They have their own demanding customers whose needs they are trying to meet. They are financially well off.

What do they see as important?

Are there certain times they require more service from you? Do you plan for this?

Another interesting story; a customer rang the council with a complaint about a puddle outside her Council unit. The customer advised that in winter the puddle had become so deep that it was over her head! Staff investigated and returned to the office with photos of ducks swimming in her puddle...yes it was possibly time that the 'puddle' was fixed!

Keeping ahead

- “*Exceeding*” rather than “*meeting*”



We can always do better

We are all in the situation of having fewer resources and less money, yet we are also expected to deliver more. It is about asking yourself every day: *What it is that I am doing right now.....*

- *Is this the best use of my time and expertise?*
- *Is it adding value for my customers?*

Some councils we work with have built in very formal structures for improving services. For example the housing and maintenance teams get together each week to brainstorm ideas and deal with challenges. A good example is that of the need to replace showers in some of the community rental units. Most are shower over bath arrangements. The maintenance team researched the options based on what was best value for money so that as many units could be replaced as economically as possible. The wet floor option was too expensive and the most economical solution was to start replacing the old fixtures with shower cubicles.

As we have mentioned before it is a great idea if staff spend time in other areas, learn more from each other and find out about what staff in other areas do, e.g. Property Management staff might benefit from spending some time with Building Services staff and find out what they do, how they do it and vice versa.

Your job can have its very sad moments. Some Councils like to send bereavement cards to the families of elderly tenants who pass away. The Council will often receive a card from the family or a funeral invitation.

The bonus of providing excellent service is energising – we know of instances where staff are regularly offered baking when they call in to fix things or see tenants, or at Christmas the staff receive lovely gifts and cards, the most unusual of which we have heard about so far has been a knitted memo pad holder!

It's Quiz time – “Who Wants to be a Customer?” Over to you Tanya.



Question Eight

Who are our customers?



A. Aunty Gladys in Brisbane



B. Our colleagues



C. Other local government organisations



D. All of the above



Question Nine

How can our organisation stay on form with it's customer service?

A. Over-promise and over-deliver

B. Exceed our customers' expectations

C. Meet our customers' expectations

D. Spend more money on self help for customers

Questions

- Brought to you by the PUL team
info@projexunlimited.co.nz
www.projexunlimited.co.nz
- Check out our stand –
we'd love to chat to you about what you do!
- Check out our newsletters for monthly tips
<http://www.projexunlimited.com/newsletters.htm>



Setting, reviewing and maintaining your customer service goals will assist you to exceed customers expectations.

Thank you for participating. It's been great to share some of our experiences and insights with you

Lastly – give yourself a challenge:

To make every customer you meet during your working day feel so pleased that they dealt with you today

Are there any questions?

Don't forget to check out our newsletters for monthly tips about customer service excellence