

# WELCOME

Amazingly SERVICE Fit WORKSHOP  
*Everyone is creating great customer experiences*



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**1.**  
Please take a seat

**2.**  
Each team has a unique identity,  
familiarise yourself with your team:

- who your customers are
- what your customers' needs might be

**3.**  
Introduce yourself to your fellow team members

**4.**  
Prepare yourself to get 'Customer Service Fit' (CSF)

**5.**  
You have instructions for two exercises we will undertake today, these are attached to your welcome sheet. These exercises will be introduced shortly

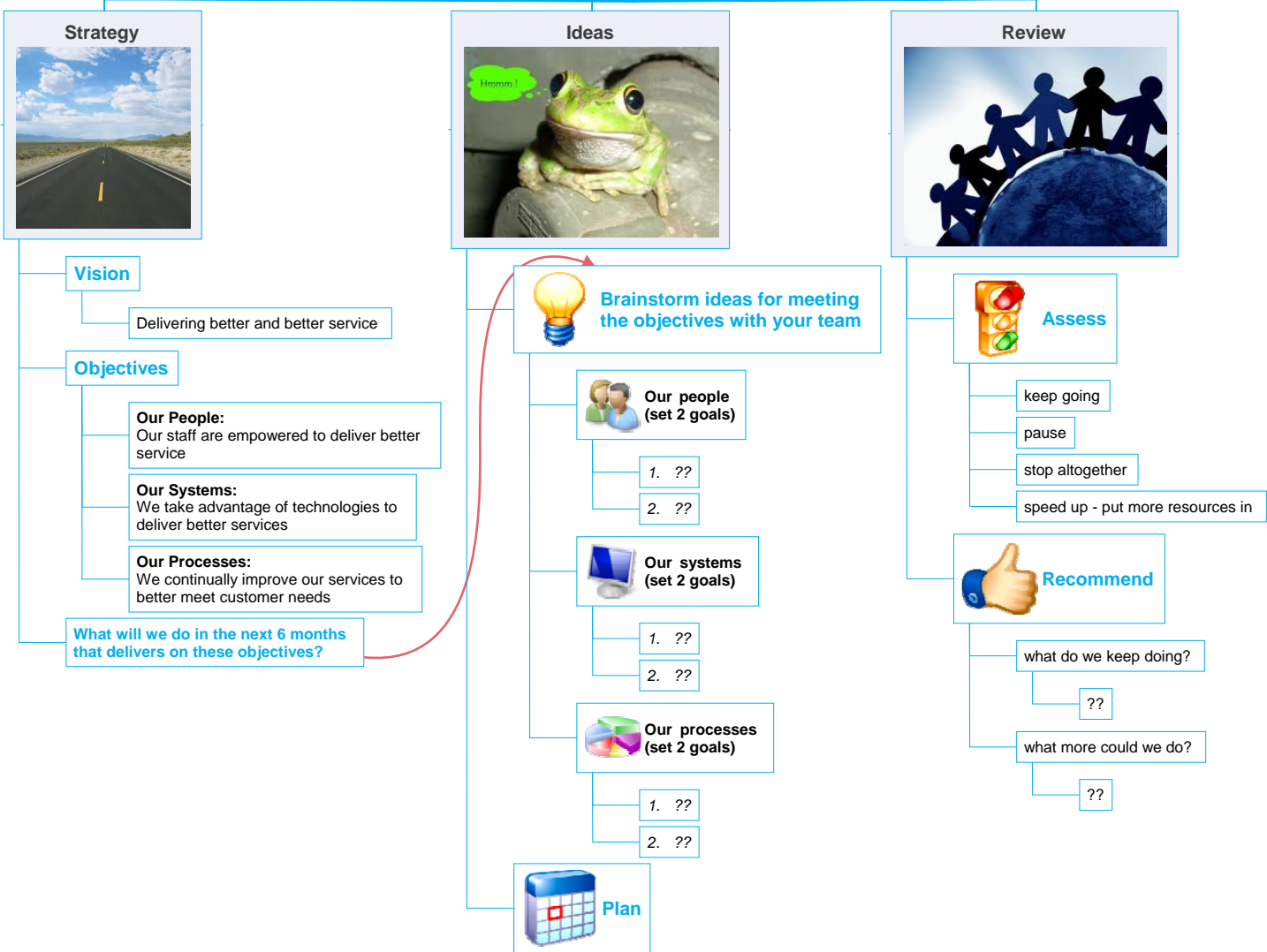
**6.**  
Wait for the whistle from your Projex Coach who will provide instructions about what we will be doing

# GUIDE to Exercise 1

**Amazingly SERVICE Fit**  
*Everyone is creating great customer experiences*  
**Training exercise: Goal setting**



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# Goal setting training exercise

(Computer Geeks)

Ideas we brainstormed (see below)



## GEEKS Example Exercise 1

### Our People:

Our staff are empowered to deliver better service

*assess Skills Needs Analysis based on customer requests received*

*develop and implement "first point of contact experience" scripts*

### Our Systems:

We take advantage of technologies to deliver better services

*enable self-service to log and view requests*

*enable auto-generation of actions when requests require external expertise*

### Our Processes:

We continually improve our services to better meet customer needs

*develop on-line trouble shooting resources*

*real-time logging/updating requests*

## The Action Plan

### Tasks

#### Skills Needs Analysis

Create report about requests received

Analyse report for requests that had to be escalated or delegated to external help

List skills required to resolve these requests

Identify and document skills gap within the team

Develop training programme to up-skill

Implement training programme

### Timeline

	A	B	C	D	E	F	G
	Jan	Feb	Mar	Apr	May	Jun	Jul
1	Skills Needs Analysis						
2		self-service log request					
3			real-time request updating				
4		1st pt of contact scipts					
5				on-line 'trouble shoot' resources			
6					auto generate external requests		
7							
8							
9							
10							
11							
12							



## Review and recommend

### what do we keep doing?

self-service

'real people' service

### what more could we do?

increase self-help

develop more self-help tools

## INSTRUCTIONS: Exercise 1



1. Read each objective

### Our People:

Our staff are empowered to deliver better service

### Our Systems:

We take advantage of technologies to deliver better services

### Our Processes:

We continually improve our services to better meet customer needs

Your team's brainstorm:  
What can we do that delivers on these objectives?  
(Goal setting exercise)



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2. Think - what can we do that delivers on these objectives?



3. Write down or explain your thoughts:  
**Be specific**



- write on the 'post-it's'  
- give 'post-its' to your note taker



- explain thoughts/ideas to your team coach





4. Your note taker records your thoughts on your team's worksheet


**WORKSHEET:**  
Exercise 1


Your team's brainstorm:  
What can we do that delivers on these objectives?  
(Goal setting exercise)




 **Our people**  
Our staff are empowered to deliver better service

 **Our systems**  
We take advantage of technologies to deliver better services


 **Our processes**  
We continually improve our services to better meet customer needs

  
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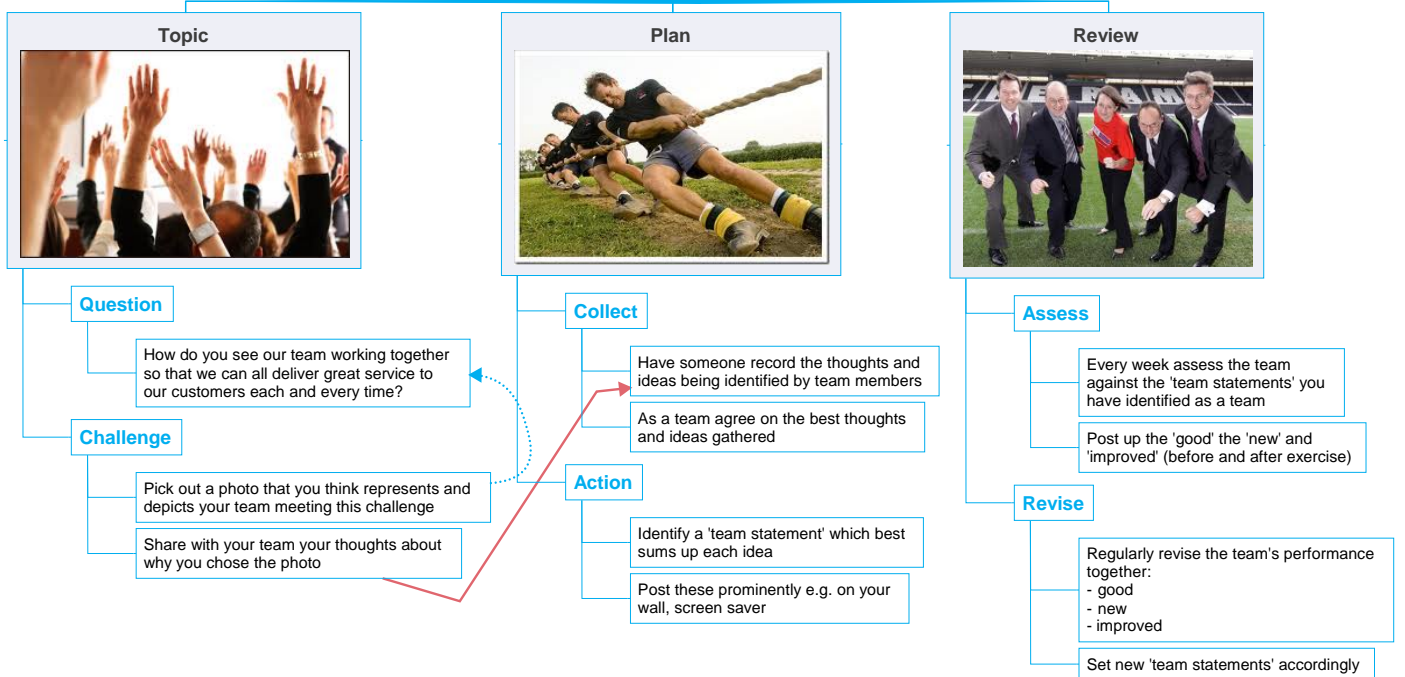
  
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# GUIDE to Exercise 2

Amazingly SERVICE Fit  
Everyone is creating great customer experiences  
Training programme: **Group activity**



# GEEKS

Example Exercise 2

**Question:**  
How do you see our team working together so that we can all deliver great service to our customers each and every time?  
(Computer Geeks)



Ideas generated from photos chosen by team member

**Racing for a wave**  
Keeping up with Technology together  
Timing is everything



**Team statement:**  
We anticipate what our customers need

**Fortnight 1**  
What have we done that has delivered on this team statement?

Changed Building database setup to match new requirements of the Building Act prior to BC staff asking IT staff

Ideas generated from photos chosen by team member

**Celebrating service excellence**  
qualities of our team



**Team statement:**  
We have celebrated our service excellence as a team

**Fortnight 2**  
What have we done that has delivered on this team statement?

Team celebration  
'technology this is it'  
morning tea

Regularly review and assess the actions the team has achieved to meet the 'team statement'.

You can undertake the photo exercise as many times as you wish, creating more 'team statements' that the team can aim to put into practice and make a reality.

**INSTRUCTIONS:**  
Exercise 2



**1.**  
Lay photos on the table so they can all be seen by everyone in the team



**2.**  
Everyone stands up. Push your chairs back so you can walk around the table and see the photos



**3.**  
Think - about the challenge that you have been given:

*How do you see our team working together so that we can all deliver great service to our customers each and every time?*



**4.**  
Pick a photo of your choice that you think represents and depicts your team meeting this challenge



**5.**  
Your Team's Coach calls ' *time's up*' for choosing a photo (after 3 mins)



**6.**  
Your Team Coach selects a team member to share their thoughts about why they chose a photo.  
Repeat this process with as many team members as possible until the Projex Coach calls ' *time's up*'



*your note taker records your thoughts and ideas on the worksheet*

You each pick a photo:  
**How do you see our team working together so that we can all deliver great service to our customers each and every time?**  
(Group activity)



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**WORKSHEET:**  
**Exercise 2**

We work together to deliver great service to our customers each and every time  
(Group activity)



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👍 *idea*.....

👍 *idea*.....

👍 *idea*.....

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**Thank You**  
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Where can you find these exercises?  
Your online Amazingly Service Fit workshop 'take home kit'

Go to 'Events' page at:  
[www.projexunlimited.com](http://www.projexunlimited.com)  
for your Amazingly Service Fit workshop 'take home kit'

- 1. Guides
- 2. Worksheets
- 3. Exercises we undertook today

Collect your free gift packs at the end of the workshop

Photo kits  
(Group activity, exercise 2)

Find these on our 'Services' page at:  
[www.projexunlimited.com](http://www.projexunlimited.com)

More information, assistance and advice about how to make 'service fitness' happen in your organisation

Tanya at Projex Unlimited  
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[www.projexunlimited.com](http://www.projexunlimited.com)

We would love to hear how you get on with implementing the ideas you generate from our Amazingly SERVICE Fit Exercises

Drop us a line anytime  
[info@projexunlimited.co.nz](mailto:info@projexunlimited.co.nz)