



New Zealand National Customer Service Week

Celebrating Customer Service

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Entry for the NZNCSSW Most Enthusiastic Team Celebration Competition 2009

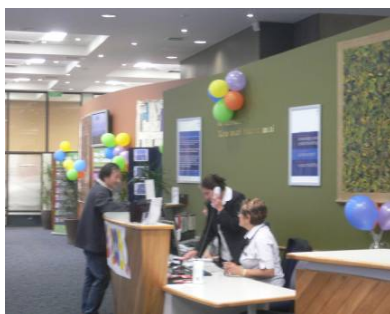


Manukau City Council's 2009 NZ National Customer Service Week celebrations

The Customer Relationship department at Manukau City Council looks after the written, phone and face to face channels, providing first point of contact to the council for 365,000 residents and customers.

Being one of the eight councils who will make up the new 'Auckland Council' in November 2010, now is a time of great uncertainty and huge change for staff and customers in the region. National Customer Service week gave us a chance to have fun and help the organisation to remain focused on delivering great service to our community.

Each area threw themselves into celebrating the week with enthusiasm. For the Customer Centre, Customer Service Week provided an opportunity to show our customers that they are valued. The week saw a boost in morale and motivation within the team as they celebrated our customers and each other. Our customers enjoyed being treated as celebrities and we received a lot of positive feedback from them including a written comment "This is the best council I have ever been to in my life. It's a pity that other Council's don't take a leaf out of your book".



It was also school holiday time so children were treated to sweets, balloons-on-sticks and smiley face stamps. The brightly decorated Customer Centre created a festive atmosphere and the sound of children shrieking with delight as they played with their balloons was the icing on the cake.



All customers were thanked with sweets and our 'concierges' gave out beautiful books of Manukau that illustrate the diversity, vitality and harmony of our wonderful city.

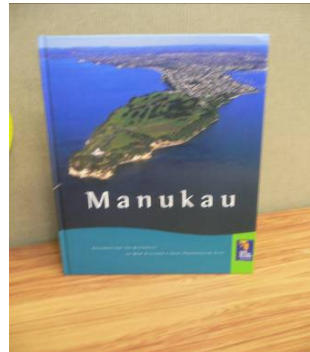




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A "guess the smile" competition attracted a lot of entrants from other floors and was very popular with everyone. Seven people shared first prize.

The Customer Centre also celebrated with a shared lunch. There were prizes for the best decorated dish, the most sustainable dish (the item the food was presented on) and the most original dish.



A cheese ball on lettuce leaves and decorated with a smiley face won the most decorated category, a hand woven paper plate won the most original category and a plastic container with a note "closed loop recycling system" won the most sustainable category. The shared lunch provided an opportunity for the team to test their culinary skills and the resultant feast was enjoyed by all, including our colleagues from other teams.





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Finally all team members participated in the "Certificates of Appreciation" competition where they personally handed a certificate to their colleague and congratulated him/her for doing something special. At the end of the week we had three winners who had collected the most certificates during the week.

Caught in the Act of Providing Great Service

During Customer Service Week 2009 I witnessed an example of excellent customer service

Here are the details:

Name: _____ Date: ____

Act: _____

Signature _____



The long term benefits of Customer Service Week are here to stay and it was a great opportunity for our team to highlight to our customers how important they really are!





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The Written Communications team may only be a small team but they have big ideas – they decided to pick up on the theme ‘Smile’. Being in the written channel this can be a real challenge as a smile is easiest seen or heard. How did they manage to ensure that customers could see and hear their smile when communicating in writing? Easy – they incorporated it into their environment.

There were balloons, badges and plenty of smiles to go around...



...100 beautifully decorated smiley face cookies, were baked by one of their Customer Service Representatives, Ann Carey, who was on annual leave at the time, she baked them and brought them in especially! They were handed out to internal customers by Ann's colleagues.





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The team made a 3-foot totem pole with the idea that customers and colleagues could place their suggestions and feedback.

The walls were covered in motivational phrases and sayings from customer service gurus like Henry Ford, Walt Disney and Richard Branson.

Do what you do so well that they will want to see it again and bring their friends



WALT DISNEY



With two new members in our team the preparations for this event has really helped the team to bond together and strengthen relationships. We had a great time getting to uncover each others hidden talents as well as spread the word "Excellence Always" to the organisation along the way.

Monday was the launch of Customer Service Week and was celebrated with the unveiling of their team's creative decorations throughout the call centre and down the hallway on that floor – so everyone who visited knew there was a celebration!

A 'road' was constructed on the wall, from the lifts down the hallway and into the call centre. A variety of footprints were used to represent the 'Steps to Great Customer Service' along with inspirational quotes and tales about customer service success.





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Tuesday's theme was 'Let the Games Begin'. Inter-team sports consisting of word-find, scrabble and trivia were set up. All games had a 'service excellence' theme associated with them and although the competition was fierce, everybody had a lot of fun and the aim of strengthening the departmental internal customer relationships was well and truly met. The winning team received the kudos they rightly deserved along with a small prize.



Wednesday was 'Get to know your Customer's Culture Day'. At Manukau City Council we serve a diverse community and learning about other cultures is an important part of the job. We celebrated this with a shared lunch, getting to know each others cultures and a prize for the best dish was given.





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On Thursday our entire department hosted a lunch for our internal customers across the organisation which was followed by a pub quiz (minus the pub!). This was well received by all who took part, with internal customers asking if this going to be a regular event.



The Winning Team



As Friday was also Breast Cancer Awareness Day everyone wore something pink and donated a gold coin to the cause. Jenny, from the Written Communications team, also baked pink cupcakes for everyone to share.

Aside from the team celebrations, there was a day to day campaign run through the organisations intranet, with competitions that mirrored the New Zealand National Customer Service Week.

Ying Wong, from our Environment Department, won our Top Tips competition. Thanks to all of our staff across the organisation who entered the competition, the tips were collated for our entry into the national competition, which we were lucky enough to win.

A big thank you to all the staff at Manukau and the New Zealand organisers of National Customer Service Week for all the effort you put into making the week a huge success and one that will be well remembered by everyone who took part.





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Entry for the NZNCSW Most Enthusiastic Team Celebration Competition 2009

Ruapehu District Council's
2009 NZ National Customer Service Week celebrations



You're invited, you lucky thing you!!

National Customer Service Week 5 - 11 October 2009

You don't want to miss this challenge!

We are so excited to be part of this year's National Customer Service Week that we had to bring you along with us!

Too busy? We all are, but hey it doesn't mean we can't learn and have fun on the way.

It's the small things that matter, like communication, and don't forget the "F" word, (FUN!). We really need your support for this week to work, remember David said, "No, is not an option." So come on, bring your smile, let your hair down and laugh a lot while learning about your work place and the people in it.

Help us to CELEBRATE. This year's focus is Excellence Always.





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How does this week work?

You're made into Teams (not your own team)

Each Team has a CSO (Customer Services Officer) as a Champion of your team, (just to remind you its Customer Service Week)

All teams have to complete the week's challenges. Team members include Library, Southern officers and Landfills.

The Challenge

Pick a Team Name,

Check out the Intranet page DAILY for clues to:

- "Where am I?"
- Kath or Kim smiles

Quiz relating to customer services mission statement, values and strategy

(FAQ) internal and/or external – every team member must provide one FAQ customers often ask

Tell us what saying you use that you really like or a motivational quote or who's your mentor.





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Staff sung at morning tea Tune of Macarena ☺

Ruapehu District Council are here to help you
we always make sure to give you best value
a friendly face at the front counter is a must
we stride to keep values, respect and trust

Come on everybody let's have some fun
the simple little things we do for someone
a smile and a handshake give feelings of trust
This CS week has been great for all of us



Ruapehu District Council team up to celebrate NZ Customer Service Week



Customer Services Week
5-11 October 2009



8 Teams by 5pm Monday became:

Mahamtams
Regulating Money Move Tech's
Yetis United
Dynamic Delinquent Bunch
G- Force
Fun Delinquents
Theoretically Extraordinary Astronomical Mob
FVST (Fun Value Smile Team)

Our Challenge Achieved: Communication from Various Locations

Ensuring good time management

Learning new systems quickly

Working as a team to get through

Remembering to have Fun on the way





Look at Me Look at Me:

Kath or Kim Smiley photos
Location

Monday – Raetihi mail sorting stand

Tuesday – Taumarunui Library

Wednesday – Ohakune Chambers Kitchen

Thursday – Taumarunui Corporate Library room

Achieved!

Interaction between offices

Promoting parts of Council staff may not have seen

Group discussions

Problem solving

Honest answers



Quiz & Team Twisters

initiated team discussion
promoted use of the intranet page
Sent staff looking for our Mission statement
Staff became familiar with our Customer Services Strategy
Made staff think about Customer Service
to assist them with providing Excellence always



Comments from team discussions:

It was lots of fun

A closed mouth gathers no foot

Be patient when dealing with people who are having problems explaining what their problem is

The longest journey starts with the smallest step.

I really enjoyed myself.

I've learned that you get a good response from people by trying to see the good in them and treating them accordingly.

I've learnt to listen more and just be happy and if you create a positive environment to work in people will be positive around you.

I have learnt that complementing people makes them feel much better- so do that to soften the blow!

Comments continued:

Don't be afraid to ask stupid questions: they are more easily dealt with than stupid mistakes

Now most people know where the Corporate Library is

Treat other people how you would like to be treated yourself

One other thing I learnt was that we had a corporate library in the Taumarunui Office, I even had to go and have a peek...

What was the one thing I learnt this week that would assist me to provide a better customer service. To treat Customers the same as you would like to be treated. that communication is a vital skill between internal staff, as this allows you to provide a better service to your customer as well

What was the one thing I learnt this week that would assist me to provide a better customer service?

Time management

Team work

Communication with other parts of council

But wait there's more.....
using word pebbles allocated to the staff, teams created the
following:

Trust-Value has been added to customer relationships thanks to **Fun** -loving, Trustworthy personnel, respectfully helping **valued** customers that Trusts us to give them **Value** for their money in a **Fun** environment

To **help** a customer you create **trust**, add **value**, and gain their **respect** In the process of creating **trust**, adding **value** you have **fun** Allowing a customer to have **fun** again, creates **trust**, adds **value**, which in turn you receive **Thanks**

Our **MISSION** is to have **FUN** and **SMILE** at the **PEOPLE** we serve so they **VALUE** and **TRUST** us and say **THANKS** and **THANKS** again

team tip: we can add **value** when we **learn, share, help smile** *with* each other . **Teams value trust, thanks, smiles** and being **valued**

Yes thanks, it is **fun**-damental to follow the **mission**, **share trust** with your **team**, **help** your customers, give **service** with **value** and above all to say **thankyou** with a **smiley face**

Summing up

Award winners were:

Regulating Money Move Tech's:

- Most creative with pebbles saying:

This week was about FUN, giving THANKS and the VALUE in a DREAM for something better. I now know a SMILE, if shared, will HELP, CALM and give THANKS - it's VALUE cannot be measured :).

Mahatams

- detailed list of FAQ

Theoretically Extraordinary Atomical Mob (TEAM)

- outstanding team spirit.



Thank you

Everyone did a fantastic job,

I hope you all took something with you this week, you certainly gave a lot.

It was excellent to see the enthusiasm for Customer Service being shared.

Thank you all for making it possible.





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Southland District Council's 2009 NZ National Customer Service Week celebrations

This is what Southland District Council got up to for NZ Customer Service Week.

A tip of the day was sent out each day during Customer Service Week. Here's a sample:

Customer Service Tip of the Day: ***"Share your knowledge and skills with colleagues"***

SDC ran a competition for the week where staff could nominate a colleague. This was the blurb that went out to everyone:

It's CUSTOMER SERVICE WEEK - Nominate a Colleague by 5pm this Friday

"Helping each other provide excellent customer service" is the theme for this years Customer Service week October 5th - 9th, 2009.

Please nominate a colleague who you believe helps your team provide excellent customer service and who consistently exudes a positive, helpful attitude.

Nominees may be someone who keeps your team well informed, or punctually delivers information or work you require. They may be particularly helpful or they may just consistently perform a high standard of work, or it may be a colleague who has the ability to clearly explain things to customers saving repeat calls - really anything goes and it does not have to be a frontline customer service staff member.

This year all staff will be able to vote for a winner out of the batch of nominees.

The winner will be presented with the:

**Southland District Council Customer Service Champion trophy
and a \$50.00 Invercargill Licensing Trust gift voucher**
(which may be used for food, liquor or accommodation)





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41 nominations were received, which is not bad for a staff of 152. The list of nominees and their stories were emailed around all staff the day before Southland District Council's Staff Forum (which is where the whole organisation gets together). Then at the Forum on 20 October, everyone voted for which story they thought best personified great customer service.

The CEO presented the trophy and gift voucher to the winner at the end of the day and gave out certificates to all other nominees.

The winner of SDC's Customer Service Champion Award 2009:

SDC's Handyman **Spike Meadows**. Spike undertakes repairs and maintenance on all council property including the council flats and our offices.

Spike's nomination reads:

Spike Meadows.

Spike works tirelessly, at any time of the day or night, weekends and has even been known to come back during a holiday break.

All of Spike's work is at the coalface. He is dealing with "customers" face to face, not on the phone, email or post.

He delivers a service and product that can be seen and I commend Spike for his initiative and understanding of what is required.

Spike received a Customer Service Champion Trophy, a certificate (both from the NZ Customer Service Week Celebration Pack purchased from the NZ National Customer Service Week Team) and a \$50 Voucher. All other nominees received a certificate and a little gift or chocolate.

What follows is the front page of Southland District Council's internal newsletter with a lovely photo of Spike.





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Staff Stuff

October 09

Spike Meadows: CS CHAMPION



A big congratulation goes out to Spike Meadows for his well deserved title of 'Customer Service Champion 2009'.

Spike was nominated for working tirelessly, dealing with customers face to face and for showing great initiative and understanding of what is required. In response to Spike's award, SDC's CEO had this to say: "I'd like to thank all those at today's Forum for voting Spike Meadows as SDC's Customer Service Champion - and indeed he is a worthy champion. Some may not be aware that Spike is one of our Maintenance Builders, responsible for undertaking a wide variety of maintenance and repairs on council property throughout the district. Spike is legendary for going the extra mile, a recent example being his willingness to undertake work in the weekend to ensure the Riverton Office was up and running after renovations. He also regularly starts work at sunrise (and earlier) to ensure he exceeds expectations an example being that community housing units are renovated in time for incoming residents. These are only a few examples of Spike's wonderful work ethic and customer service philosophy and I thank you all for acknowledging his efforts.

Congratulations to all those staff members who were nominated for today's award – you were all recognised today for your valuable contribution to SDC."





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Entry for the NZNCSW Most Enthusiastic Team Celebration competition 2009

Tararua District Council's 2009 NZ National Customer Service Week celebrations

We just wanted to share with you what we did during Customer Service Week. We participated in the events you had suggested on your website. It was about emphasising what customer service is, recognising the importance of it and encouraging each other.

On quiz day we designed a quiz that was relevant to our work, with all the questions and answers available on our documents, intranet, and websites or by working with others. The idea was for staff to learn something that they may not have known before, or to find out that there are different ways of sourcing information - and of course have fun whilst doing it. It was interesting and created a bit of discussion. Our customer services team incorporates: front line service centre staff/telephonist, library and the i-Site, so the questions were about these areas. Staff enjoyed participating in the quiz and were all given a box of smarties for participating, the overall winner was taken out for morning tea.

On the Friday the theme was to do something special for someone else day, chocky bickies were sent to all offices for staff and they were each given a laminated card of the quote below.

Customer Services Week 2009 – 5-11 October

What is success? To laugh often and much; To win the respect of intelligent people and the affection of children; To earn the appreciation of honest critics and endure the betrayal of false friends; To appreciate beauty; To find the best in others; To leave the world a bit better, whether by a healthy child, a garden patch or a redeemed social condition; To know even one life has breathed easier because you have lived; That is to have succeeded. – Ralph Waldo Emerson

It was great to have participated and we hope to step up the bar for next year.





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Tararua District Council's NZ Customer Service Week Quiz 2009 Tuesday Quiz Day

1. In which phone book and on what page can the landfill hours and locations be found?
2. Where can the library hours be located on the Councils computer network?
3. On which web page can a list of Tararua events be found?
4. How many hectares are there in are district? And where can this information be located?
5. Which Council provides our Afterhours phone service? And which contractor provides our afterhours stock, animal and noise control service?
6. What are the names of two funding sites that the Council, i-Site and Library has access to, for the use of the community?
7. What does APN stand for?
8. When was the LTCCP adopted by Council?
9. On which Council website can the A-Z directory be found?
10. When are Council meetings held and at what times?
11. What is the Council's email address for the public to use?
12. What colour is the "i" symbol for the Tararua i-Site?
13. When is the Tararua College 50 Jubilee?
14. When did Gottfried Lindauer die?
15. What is our policy on freedom camping?





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Winning Entry for the NZNCSSW Most Enthusiastic Team Celebration competition 2009

Wanganui District Council's 2009 NZ National Customer Service Week celebrations

Looking Back.....

So what happened to Customer Services Week? A fortnight down the track – and still there was still a bit of a BUZZ in the air. EXCELLENT!!!!

This is only the second year WDC has been involved.

As with last year's event, making the week a Council wide experience and celebration, which tied in with a Council wide strategy or policy, was key....

Last year "One Team, One Vision" spoke to the heart of WDC as we moved closer to being a more united, less siloed Council.

And so....this year's theme of "Excellence Always" became "**Excellence Always: RACE FIIT**"

RACE FIIT (and yes, there are two l's in the spelling) is Council's recently acquired acronym for our VALUES:

R - Responsibility
A – Accountability
C – Communication
E - Empowerment

F - Flexibility
I – Influence
I - Innovation
T – Trust & Integrity

This time round though – wiser and a little more experienced, we wanted to celebrate Council – highlighting and encouraging the importance and value of treating both internal and external customers well – and that Customer Service is part of everyone's role no matter what their position or job description.

And so we started planning.....

Again, we wanted profiles on WANDA (WDC's Intranet) – this time though we had specific "days" highlighting specific teams/individuals – with 2 different "themes". We were wanting to celebrate the "unsung heroes" of WDC, and also acknowledge those teams who tend to work "behind the scenes" for the Community – we're generally not good at celebrating,





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acknowledging or highlighting achievements and this too became a focus of the profiles.

We ran a couple of competitions, supplied morning/afternoon tea to all areas of WDC and generally had a lot of fun – smiley balloons, giveaways, and lollies – the makings of a good week.

Senior Management team (SMT) were on board early in the piece and their support and acknowledgement of the value of the week and the awards continues to go a long way with staff.

The “EXCELLENCE ALWAYS” poster was printed A3, laminated and put up throughout WDC (as we did last year) – adding to the “ONE TEAM ONE VISION” still up from last year - **we want to ultimately have a wall of these theme posters in each area – adding to them with each year’s event theme.**

What were the highlights?

This was three fold – with a rather hectic schedule, school holidays and other commitments, this year the Customer Services Supervisor needed to delegate a fair amount of the CS WEEK “work” to two of the team. Seeing these two amazing people taking up the challenge and running with the ideas, handling the prep etc was extremely rewarding. Their enthusiasm and commitment was amazing.

Secondly – the nominations – WHAT A RUSH!!!! Being part of the acknowledgment of a job well done. Seeing through the eyes of staff the excellent work being done by their colleagues was AMAZING. Building a culture of looking out for, recognising and acknowledging/rewarding the good things staff do as part of their day to day working lives at Council is part of what it is hoped that CS Week will achieve.

Lastly, and by no means least – acknowledgment of the excellent work our Community Project, Litter and Graffiti teams do. These teams are transient to a large extent – staffed by people wanting to gain some work experience. We were able to share a morning tea with these amazing people – and were thrilled to be able to verbalise thanks and acknowledgement for their contribution and work they do. They have a very direct impact on improving things for the Wanganui community – aiding Council in building a “Family Friendly Wanganui”. Their work behind the scenes often goes unnoticed – but our Community is cleaner, nicer and a more wonderful place to live and work due to their efforts.

What we did:

Pre CS Week - The Promo

- **Presentation to Senior Management Team (SMT)** - planned activities, competitions and events (time table)
- **Tatou Hui** (monthly staff meeting) – National CS week power point presentation to staff: Wed 30 Sep, Thur 1 Oct, Fri 2 Oct (and “teasers”)

Advertising run on our Intranet (WANDA) and posters throughout Council areas:

- “EXCELLENCE ALWAYS” laminated posters
- “up coming event” National CS week
- WE WANT YOU! “EXCELLENCE ALWAYS: RACE FIIT” AWARDS





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- “Fun” promo for staff – for team leaders, managers etc to nominate team mates/staff for some fun categories e.g. Mr/Ms Congeniality, Biggest Joker, who is most likely to work for Council forever, be Prime Minister etc. Competitions to run during the week
- Friday night “social” prize giving and celebration get together

National CS Week 05 to 09 October 2009:

All Week

- Profiles for WANDA - daily
- Events/Activities timetable on WANDA
- Morning and Afternoon teas – one of the CSAs to attend and supply “munchies” to teams across WDC – including those working “off site” eg library, waste treatment plant, Gallery etc
- **Nominations – RACE FIIT – EXCELLENCE ALWAYS** – driven by staff, team leaders, managers, supervisors, colleagues etc, on WANDA or via email to CS
- Reminders, updates and figures on nominations - email to all staff Tue/Thur
- Excellence Always quote of the day – 2 per day emailed to All Staff
- Smile lollies and stickers for customers and staff
- “Fun” promo for staff – for team leaders, managers etc to nominate team mates/staff for some fun categories e.g. Mr/Ms Congeniality, Biggest Joker, who is most likely to work for Council forever, be Prime Minister etc. Competitions ran during the week

Monday – dawned bright – the sun and WANDA heralded the start of National CS Week.

Mon 05 October

- **LAUNCH**
- Decorate CS area – streamers and balloons (colours from logo and incl “smile” balloons)
- CSAs visit individual teams to deliver “RACE FIIT” souvenirs (EXCELLENCE ALWAYS: RACE FIIT) laminated cards and lollies
- WANDA PROFILES: COMMUNITY ACTIVITIES (to highlight teams and things Council does for our Community – but which we may not be aware of – e.g. Litter and Graffiti teams, newly opened neighbourhood “Café Library”, selling locally made glass art through our gallery, Rural Fire, holiday programme run by Library, our economic and events team etc etc)

Tuesday 06 October

- **Value Your Smile Day**
- Highlighting the difference a smile makes in terms of Customer Service
- One Day Competition – 14 smiley smiles appeared on WANDA – identify the owners of the smile and be in to win (prizes for winners awarded at Friday night social and get together on 09 Oct)
- Smile stickers to staff and customers.... and of course lollies





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Wednesday 07 October

- **FAME DAY!!!!**
- WANDA profile on individuals exhibiting “excellence always” – personal achievements (sporting, personal, educational, community undertakings etc etc etc), including staff that have over the past year been acknowledged as award winners (ALGIM National Customer Service awards, Queens Service Medals etc)

Thursday 08 October

- **WDC - RACE FIIT EXCELLENCE ALWAYS Wacky WDC QUIZ**
- One day competition: Quiz on wonderful and weird facts you may/may not want to know about Council and/or Council staff – on WANDA (prizes awarded at Friday night social and get together on 09 Oct)

Friday 08 October

- **Nominations – EXCELLENCE ALWAYS: RACE FIIT competition closed 5pm**
- Prize giving and social evening (from 5pm) FOR ALL WDC STAFF – incl prize giving for fun awards and competitions run during the week (certificates and prizes) and spot prizes on the night – Social Club involved manning bar – nibbles provided by CS
- Used opportunity to thank staff for support and highlighting again that Customer Service is not only a frontline role

And so the week drew to an amazing, if not hectic, end, but the celebrations did not end on Friday 09 Oct.....

PRESENTATION OF THE AWARDS AND CERTIFICATES FOR THE EXCELLENCE ALWAYS: RACE FIIT COMPETITION WAS ONCE AGAIN DONE THROUGH SMT

During the week following National CS Week – a break down of the nominations (per group) was submitted to SMT. Final winners were selected, with the overall, and unsuspecting, winners attending a special SMT meeting to receive their awards from the (Acting) CE (I have to say no mean feat getting them there without raising any eyebrows and/or suspicions) - and Senior Managers presented the balance of the awards (certificates and prizes) to their teams.

AND THE WINNERS ARE.....

We received 155 nominations for 95 staff during the week long **EXCELLENCE ALWAYS: RACE FIIT competition** (up from 110 nominations for 75 nominees last year)





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Again this year – certificates and prizes were awarded in different categories. Again it was fantastic to have SMT's (Senior Management Team's) input, recognition and support.

Categories:

“Above and Beyond....”

(3 Awarded)

Awarded for efforts and service which go well beyond the bounds of their roles and even their Council responsibilities – but made a huge and positive impact on the Customer or the Community

“Special Mention: Multiple Nominations....”

(15 Awarded)

This certificate was awarded to nominees who received 3 or more nominations

“Customer Service ‘Excellence Always: RACE FIIT’ Highly Commended....”

(39 Awarded)

This certificate was awarded to nominees whose nominations clearly indicated that the individuals have a Customer Service focus and are striving to be RACE FIIT

“Customer Service ‘Excellence Always: RACE FIIT’ Special Mention Service Awards....”

(2 Awarded)

Recipients are noted for receiving multiple nominations, and are fine examples of “Excellence Always” in the way they deliver customer services: both internally and externally – and working hard at living the WDC RACE FIIT values

And the top award:

“Customer Service ‘Excellence Always: RACE FIIT’ WINNERS....”

(4 Awarded)

Finalists are the recipients of WDC's TOP AWARD - all received multiple nominations, live the WDC RACE FIIT values daily and are outstanding examples of “Excellence Always” in their delivery of customer services to both internal and external customers.

WANDA will be running a final blurb and wrap up of National CS Week (due out next week as a couple of our top winners are on leave and they have yet to be announced as winners – photos taken etc). This “blurb” will include details of the nominations for

all award winners as well as all nominees (including those for the fun awards presented at the Social evening on 09 Oct), photos etc.





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The THANK YOUs – this year we wanted to make sure that we thanked the very many people who assisted us – not just verbally. Staff across a number of areas of Council contributed to the success of the week; from compiling profiles, and background functions to ensure items and competitions were uploaded onto WANDA,

supplying sponsorship for awards and prizes, to hanging up decorations, and especially the frontline CS team who actively promoted and supported CS Week and took up the slack on the frontline to free up other CSAs to attend the morning/afternoon teas. Without these people National CS Week would not have been the same nor as successful.



Wanganui District Council's "Excellence Always: RACE FIIT" winners pictured with their Chief Executive (centre)

