



New Zealand National Customer Service Week

Celebrating Customer Service

www.customerserviceweek.co.nz

NCSW Event ideas 2011 Calendar

The New Zealand National Customer Service Week Team thought that you might appreciate some ideas as a starting point for developing your own NZ National Customer Service Week celebration activities.

NZ National Customer Service Week Launch Day

Forget the diet! Have some serious team fun and host a special NZ National Customer Service Week launch breakfast or morning tea. Invite folk from other departments in your organisation and spoil everyone with yummy food and great coffee (at least one chocolate treat is mandatory).

Your Customers' Best Service Experiences

Prior to Customer Service Week, ask your customers to participate in a 'Best Service Experience' competition. Ask customers visiting your organisation to record their best customer service experiences on a form you have provided for this purpose. On the Monday of Customer Service Week, post these experiences on your organisation's website and Intranet. You could ask other customers and staff to vote for the best customer experience and present awards accordingly on Friday. This is a great way to find out what makes your customers happy, not to mention a useful way to pick up service improvement ideas.

Team Trivia and Games Day

Share some laughter and learning together by playing games with other Customer Service Officers, and internal and external customers. Your customer service people can devise their own 'trivia' questions, including the most weird and wonderful facts about your organisation and its services.



'Value your Smile' Day

Here's a great way to draw attention to the importance of smiling when you connect with customers over the phone or in person. Celebrate the power of the smile by taking photos of everyone's smiles and display the photographs in a highly visible location at your front counter. Have a Guess Who's Smiling competition and encourage team members and internal and external customers to match each smile with the CSO who owns it.

Switched On to Bright Ideas Day

Customer service people are experts at coming up with that bright idea or essential piece of information that will connect their customers with solutions to their problems. Your team could host a competition for the most challenging problem ever presented by a customer. All entries can be placed in a special entry box, judged and then the best entry receives a 'Switched On' Award. You might also like to involve internal and external customers by asking them to pick a winner for the award.