



CUSTOMER SERVICE WEEK

Excellence Happens Here



EXCELLENT PERFORMANCES

I will begin by wishing every reader a happy customer care week and Month. Customer centricity has been time and again emphasized through different efforts worldwide. This year's theme is "Excellence Happens Here" but one would ask himself/herself how to make excellence happen in different offices we serve. The answer to this will be to deliberately work simultaneously considering the needs of our customers, along with our vision and values.

CUSTOMER SERVICE WEEK

Organizations make excellence happen by employee engagement, internal customer relationships where employees are free to ask one another, the timeliness, and quality of work expected from each other yet leveraging to support the entire organization. Performance measurement, managing change inevitably come from the work that people do.

EXCELLENCE HAPPENS HERE

BY GATSINZI AGNES

Excellence starts with getting very clear on the end state you wish to achieve (winning) and relentlessly driving towards it every day. It requires knowing when to push on (even when you don't have all the information or the perfect solution), but doing it well and constantly refining as you forge ahead. It means accepting only the best, and understanding that when it is not given to you, the service provider is at least partly responsible.

Excellence reveals itself in the language you use, the questions you ask, the people you surround yourself with, and how you interact with others. For example, do you show up on time for meetings? Are you present in the moment? Do you listen actively to employees and direct reports? Are you aware of the biases and thought bubbles you bring to the table? Do you take steps to minimize their impact on your decision-making, or at least explore others as well?

In today's hyper-fast world, excellence requires building flexible, nimble minds that can quickly adapt to rapidly changing markets without losing sight of their vision of winning. Lastly, there is therefore no room to provide poor service to people either fit in or fall out and like Tony Hsieh, founder of Zappos.com said, "A strong, positive corporate culture is a win for every one".



2018 CUSTOMER CARE
WEEK