

Council prioritises customer service

DELIVERING a high standard of customer service is at the top of Waitomo District Council's agenda.

A customer service strategy was adopted by the council last month, which identified six specific goals aimed at increasing customer satisfaction when dealing with council staff.

In the 17-page draft, the strategy's purpose is – *to deliver a high standard of customer services, consistently; we must continue to understand our customers' needs; communicate effectively and efficiently; empower our employees to serve our customers; value customer satisfaction and continue to embrace technological solutions to simplify the customer experience.*

Mayor Brian Hanna says the strategy to deliver strong customer service was identified during the development of the council's Long Term Plan (2012-2022).

"My attitude is that we're never going to be the cheapest provider of services, but we can be the best.

"If someone rings in we want the person who answers the phone at the front desk to be able to answer their queries without the customer going away feeling frustrated – or at least provide them with a timeframe when we'll call back.

"So we're in the process of implementing a policy

around customer services that provides goals and guidelines for all staff to strive for."

COMMITTED

Mr Hanna says council staff are committed to being friendly and accessible as well as being professional, honest and ethical at all times.

"Often our upstairs managers are very busy and people do have trouble getting through.

"So yes we get complaints about customer service but this strategy is aimed at addressing that.

"We realise that when people call in they usually have a problem and the bottom line is we don't want to make it worse for them. We want to interact with them and hopefully come to a solution sooner rather than later."

GOALS

The WDC Customer Service Strategy's six strategic goals are – *understand our customers and their needs; effectively communicate with our customers and the community; empower all employees to serve our customers; value customer satisfaction and simplify the customer experience; embrace technology to benefit our customers; and investigate the provision of joint services facility.*

It is expected to be fully implemented by mid-2015.



WARM WELCOME: Waitomo District Council customer services manager Charlene Longden (left) and customer services officer Diane Holder are always on hand to answer public requests.

FIELDAYS PRICE BLOWOUT!

10% OFF
Michelin & BF Goodrich
Passenger & 4WD tyres
ONE WEEK ONLY!

- 235/45 R17 Michelin Pilot Sport 3 tyres**
\$219 (each fitted)
- 205/55R16 Michelin XM2 tyres**
\$199 (each fitted)
- 265/70R15 Michelin LTX A/T tyres**
\$329 (each fitted)

MORE GREAT DEALS
INSTORE

All prices are fitted, balanced & GST inclusive while stocks last.
 *conditions apply



OTOROHANGA TYRE SERVICES
 119 Maniapoto Street, Otorohanga
 T: 07 873 7007



Sir John Logan Campbell Residuary Estate

GRANT APPLICATIONS

The Trustees of the Sir John Logan Campbell Residuary Estate invite applications for charitable grants from the income of the Estate.

Generally charitable grants will be for purposes beneficial to the community or advancement of education.

The overriding requirement being that the purpose is of "public benefit" for a wide section of the community within the provincial district of Auckland. Refer to grant guidelines for geographic area.

Applications from individuals or for non-charitable purposes are not eligible.

Applications can now be submitted only **on-line** via the website below – closing date 15 September 2014.

Please check the website for grant guidelines and application link. www.jlcampbell.co.nz

Sir John Logan Campbell Residuary Estate
 P O Box 26072, Epsom, Auckland Phone (09) 524 6442

IN BRIEF

College production this week

FIFTY students are involved in Otorohanga College's latest musical production – Footloose – which is expected to sell more than 700 tickets.

The production is based on the 1984 film, which celebrates its 30th anniversary this year.

The cast has been rehearsing for past three months, with the opening performance today for primary school students. A second matinee will be staged tomorrow.

It is the eighth production Head of Faculty (Arts) teacher Fiona Raine has directed and she says she couldn't be more proud of her students.

"Their enthusiasm and commitment is to be commended, and it will be a great show."

The show will be performed over three nights – June 11-13. Tickets are available at the college's office and at the door.



- With over 17 years of technician experience, MotoTech (Daniel & Kylie Rutland) are your on farm motorbike specialists.
- Operating in the King Country, Waipa and Waikato area, MotoTech provides a high quality service for all farm and lifestyle clients. All your motorbike servicing, tyres or any requirements can be performed on site with our fully equipped truck or at the workshop.
- You can be placed on our service reminder cycle, where you will receive a txt or phone call to remind you when your bike servicing is due.
- Our clients are important to us so due to this and our low overheads we can offer you the best competitive price.

To book a service or for any queries

394 SH3, RD3, Te Kawa, Te Awamutu
 P 07 871 1852 M 021 165 9170 E mototech@xtra.co.nz

Honda Suzuki Yamaha Kawasaki C-Dax