



“The training has gone very well, feedback has been excellent”



CHALLENGE

Environment Canterbury is the regional council working with the people of Canterbury to manage the region’s air, water and land. We are committed to the sustainable management of the environment while promoting the region’s economic, social and cultural well-being.

There was a general feeling that customer service was solely the responsibility of the customer service section. As a consequence, a service excellence working group was established to ‘drive’ a number of initiatives. A series of customer forums were held where customers were invited to be part of a panel to tell us what they thought of our service. There was no doubt, significant improvement was required.

“Whichever part of Environment Canterbury we work in, we deliver services to someone and every interaction counts. We need to make the most of these interactions and with us all having a responsibility for service delivery, it’s important that we are all skilled in customer service.”

Bill Bayfield, Chief Executive

Date 2010 - ongoing
Courses Service Excellence FULLY CUSTOMISED
Dealing with Difficult Customers
Participants 200

“We have had a very strong response to the training to date resulting in Service Excellence having a significant profile across the organisation.”

Julie Burgess
Customer Services Manager

Because Environment Canterbury already had a service excellence programme in place, this meant that any training would require a custom built offering that could incorporate the underlying themes of their service excellence programme and build on it to achieve best-practice service delivery across the organisation

SOLUTION

“Training was required to support staff in their efforts and sharpen peoples thinking about how to deliver really good service. KiwiHost were the preferred supplier because of their extensive experience in delivering customer service training programmes. The other advantage of using KiwiHost was their ability to customise their programme to reflect our Service Excellence ‘brand’ so that when it was being delivered it had the look and feel of being solely ours.”

The project began in 2010 customising the programme and training the first participants, but was interrupted by the Christchurch earthquakes. During this period of turmoil, KiwiHost ran a series of Dealing with Difficult Customers workshops. Three years later, the training continues.

The final training solution was a customised programme based on the KiwiHost Advanced Customer Service programme. It incorporated themes & philosophies from the Environment Canterbury Service Excellence programme, along with ECan branding and imagery and is now being updated with video footage of Ecan staff members performing their roles.

We were looking to raise awareness of the need to improve service delivery, to let the organisation know that this was a key priority driven from the Commissioners.

Since the introduction of the Service Excellence initiative people are more likely to challenge the status quo and process owners have become more open to improvement.

BENEFITS