

STAYS
KEY



“it’s key to the success of our service”



KIWIHOST

BACKGROUND

Kiwicare Pre School provides care and education to more than 1000 children across Auckland. Their centres are in Avondale, Mangere and two in Papatoetoe, with some of the children and teachers being relatively new to New Zealand.

Many of the children have experienced more change during their short lives than many adults do in a lifetime. They, and their parents, have experienced changing country, climate, culture and language so customer care is very important as their staff meet with parents every day and need to maintain highly professional and trusting relationships.

Kiwicare Pre School started training with KiwiHost when they opened in 2001. CEO Heather Anderson believed that the teaching degree did not actually teach adequate customer service and they had multicultural staff who wanted to help understand the Kiwi way of friendship.

Date	2001 onwards
Courses	Key Service Skills
	Advanced Customer Service
	Professional Telephone Skills
	Dealing with Difficult Customers

Participants 80

“After attending the workshops we felt more confident and better motivated to explore our strengths. We gained valuable understanding of the importance of outstanding customer service and knowledge of how to put this into place”

Palwinder Rehal, Public Relations Manager

SOLUTION

Kiwicare Preschool decided in their first year, all staff should attend KiwiHost training and now they send all staff who move into management positions or who have leadership potential on the public workshops regularly scheduled in Auckland.

Initially staff attended the basic customer service workshop, but that has now extended to include all the KiwiHost core workshops, including Key Service Skills, Advanced Customer Service, Professional Telephone Skills and recently they have added Dealing with Difficult Customers into the mix.

“Customer service is absolutely vital to the success of our business. We look after other people’s children, their biggest treasures. Trust is imperative, as is good communication. By providing best possible customer service we are able to gain and maintain that trust.”

“We will continue to send our staff for KiwiHost training to ensure we retain our high level of customer care. We are passionate about continued professional development as key to the success of our service.”

“The KiwiHost training has helped Kiwicare improve our relationships with our customers and the wider community. We also learned how to build stronger teams and to communicate more effectively with each other.”

“Training provided by KiwiHost is very user friendly and the group discussions open doors for new ideas and ways to deal with everyday situations.”

BENEFITS