

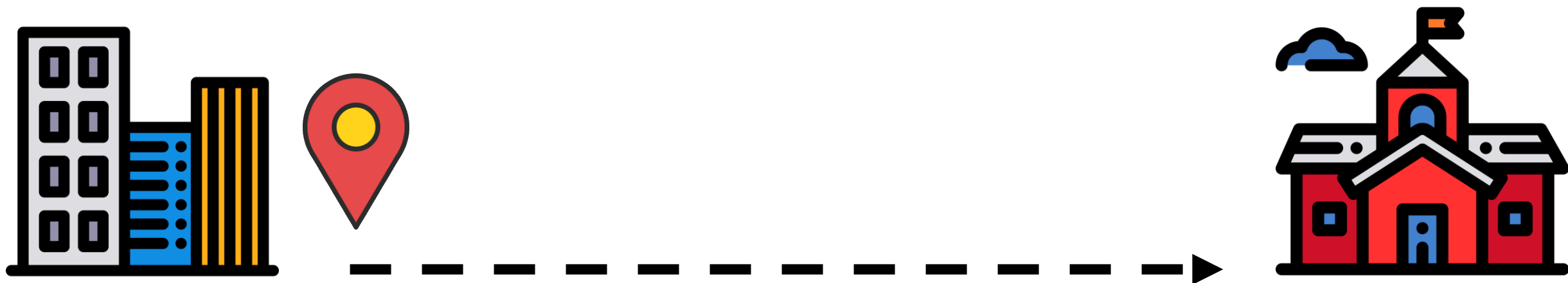
Cracking the Motivation Code: You can hack your customer service

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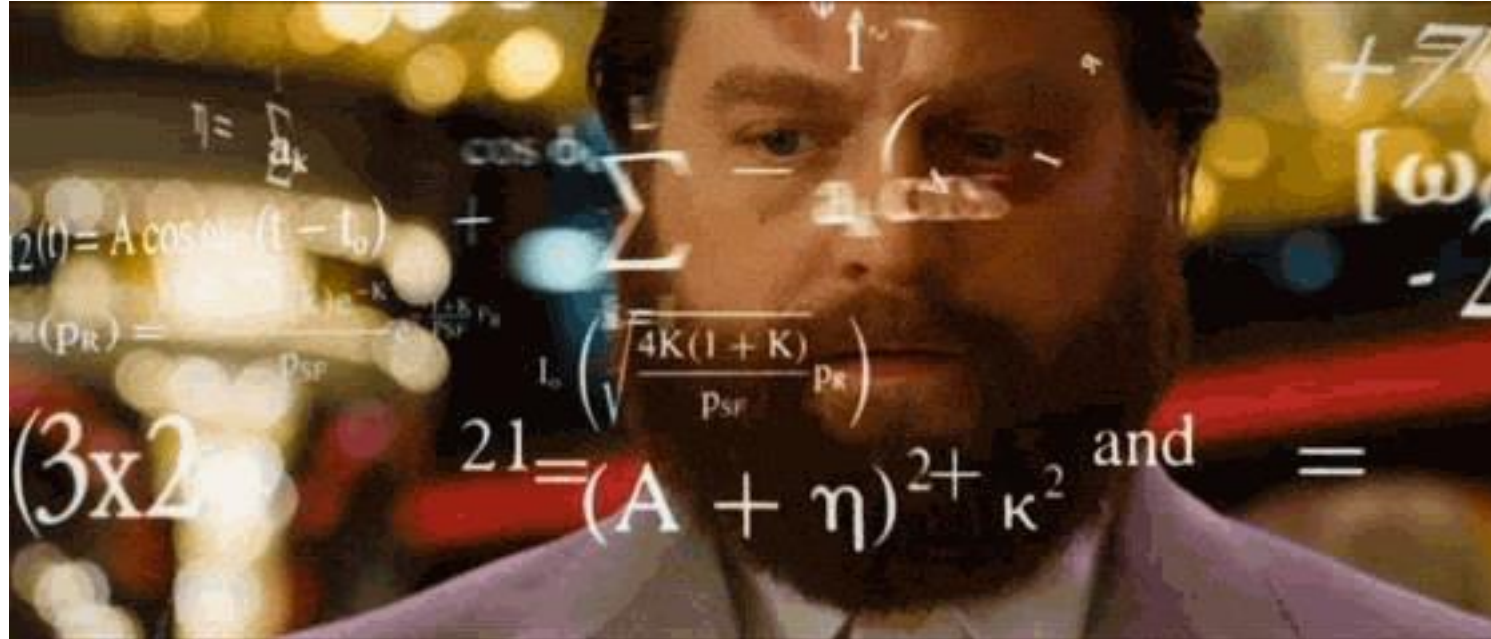
A little about me...Private to Public





**How to get the
most from your
analysts**

What do you think is the best method of motivating staff?



PRAISE!



The Service Desk Image...



Vision and Mission



Vision

We aim to be a sector-leading, 2 Star Certified Service Desk in 2018, by being the trusted, accessible single point of contact for excellent IT help and support for all our customers.

Mission

We are dedicated to providing friendly and professional IT/AV support and Media Loans services. We are a forward-thinking team committed to continual service improvement, supporting and developing our staff to ensure we will always meet the needs of our customers, helping them to make the most of technology.

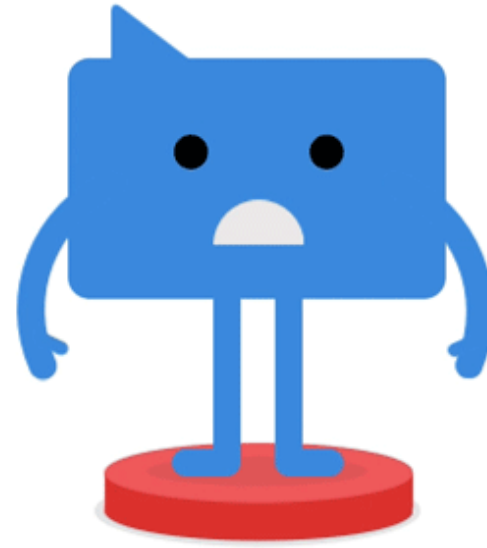
Employee Satisfaction



Professional and Personal Development



Customer Satisfaction



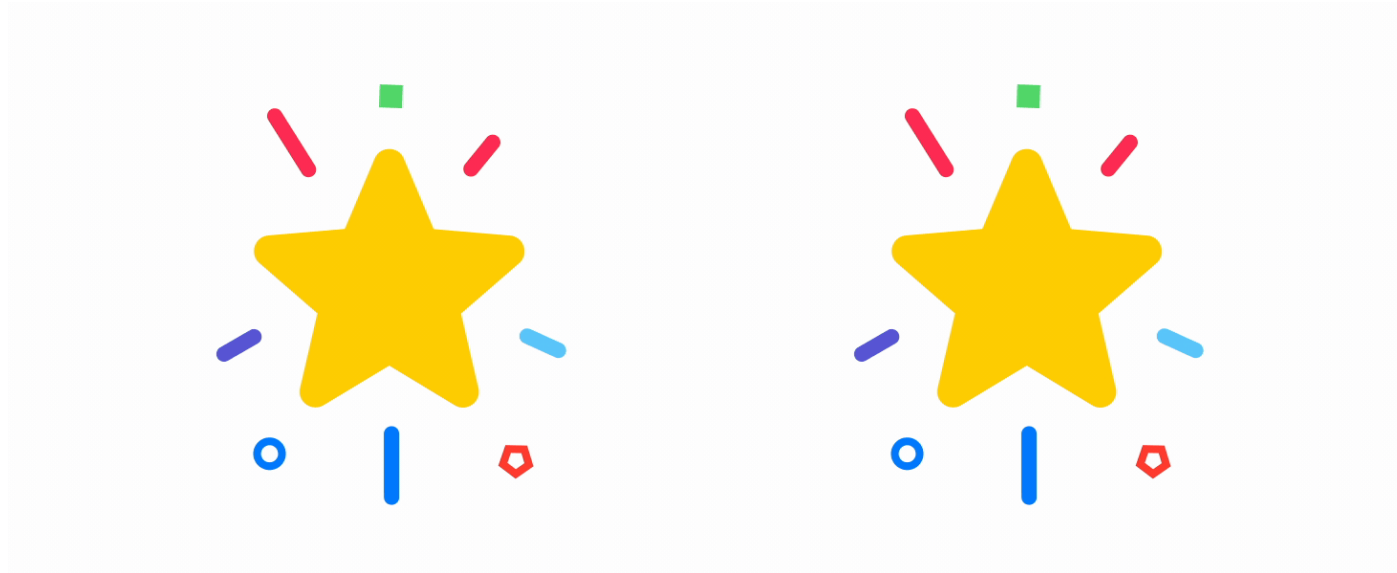
Shift Left

Right people, doing the right things, at the right time



Service Desk Certification

Friendly, helpful and customer focused point of contact for users of IT systems and services, by providing effective resolutions to IT challenges.



Takeaway tips

- Praise and reward your staff
- Provide professional and personal development opportunities
- Improve your image and create a vision and mission statement
- Increase your customer interaction
- Try the shift left initiative
- Go for the Service Desk Certification.

THANK YOU FOR THE LISTENING



ANY QUESTION?

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