

Change







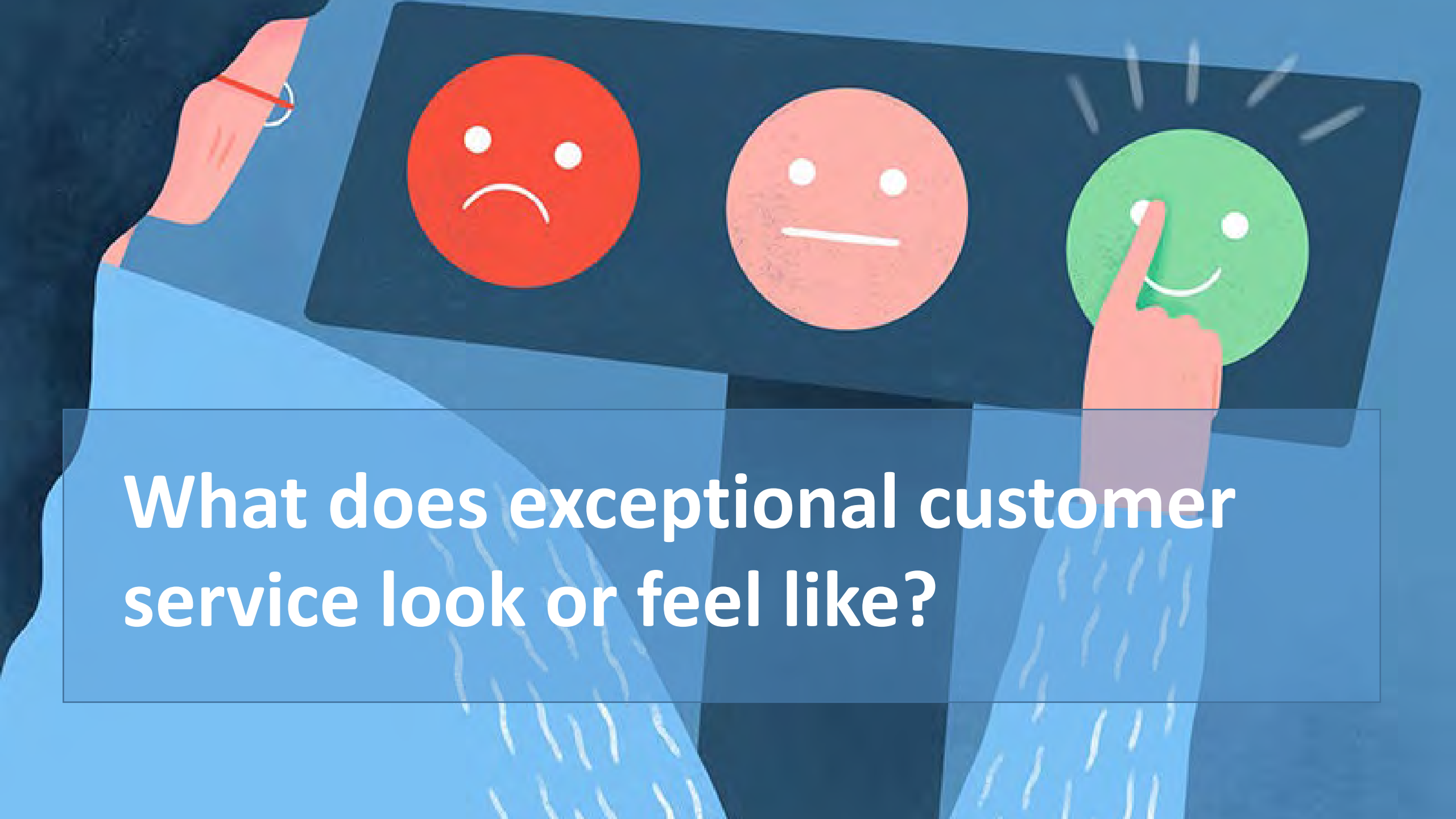
FACILITY MANAGEMENT







residentville
customerTMville
everyoneville



What does exceptional customer service look or feel like?

A young man with curly brown hair and clear safety glasses is sitting on a green tufted velvet couch. He is wearing a white t-shirt with the text "VOTE FOR PEDRO" printed in red. He has a black wristband on his left wrist and is looking directly at the camera with a neutral expression. The background is a wall with a repeating pattern of light blue and white damask wallpaper.

**VOTE
FOR
PEDRO**







What companies or organisations do you think offer good customer service?

1

amazon

2

LLOYDS BANK

2

John Lewis

3

TESCO

4

MARKS & SPENCER

5

BRITISH AIRWAYS

6

Sainsbury's

7

Santander

7

BARCLAYS

7

Nationwide

8

Premier Inn

8



9

sky

10



10

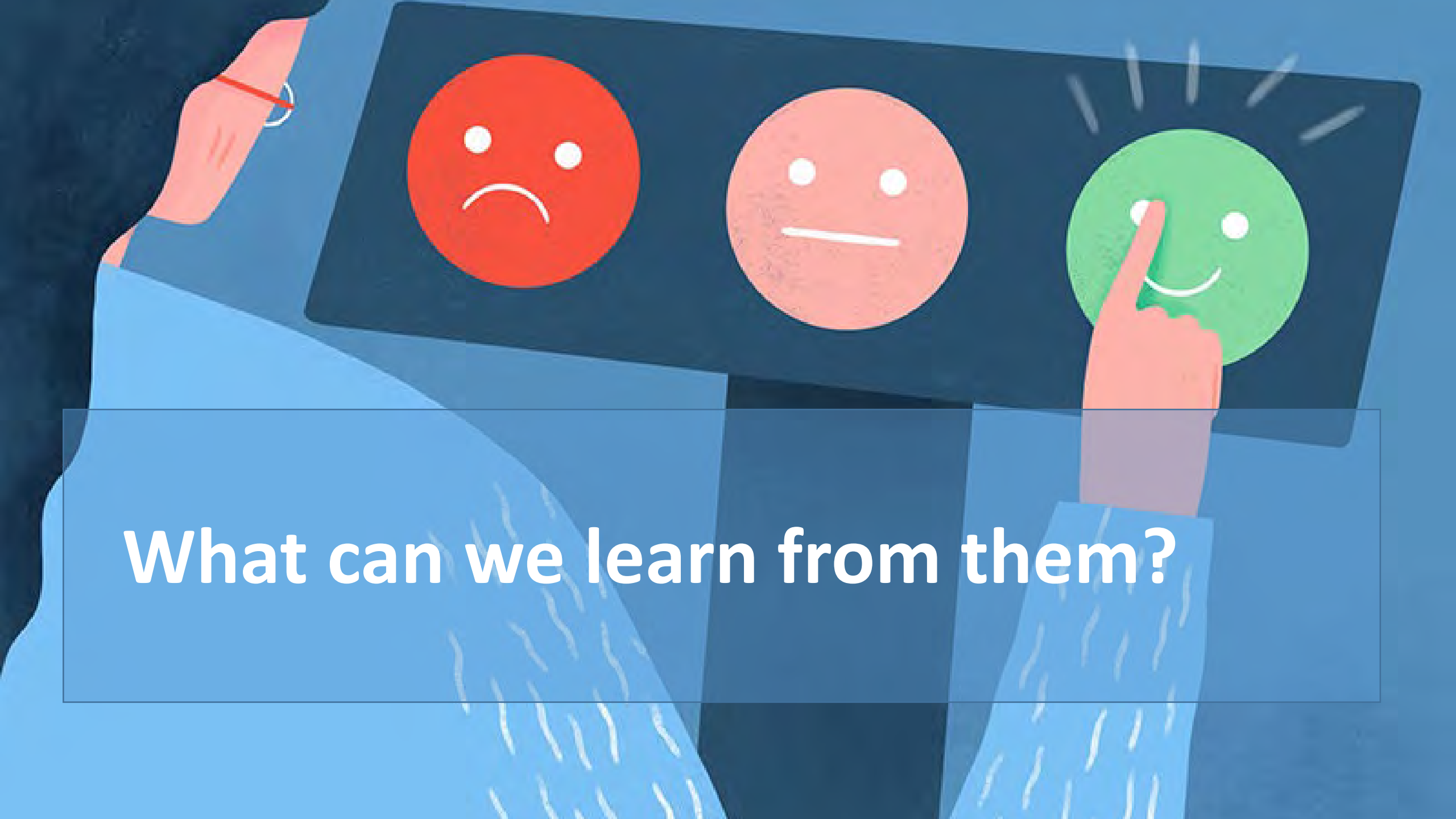
HALIFAX

10

vodafone

10

ASDA



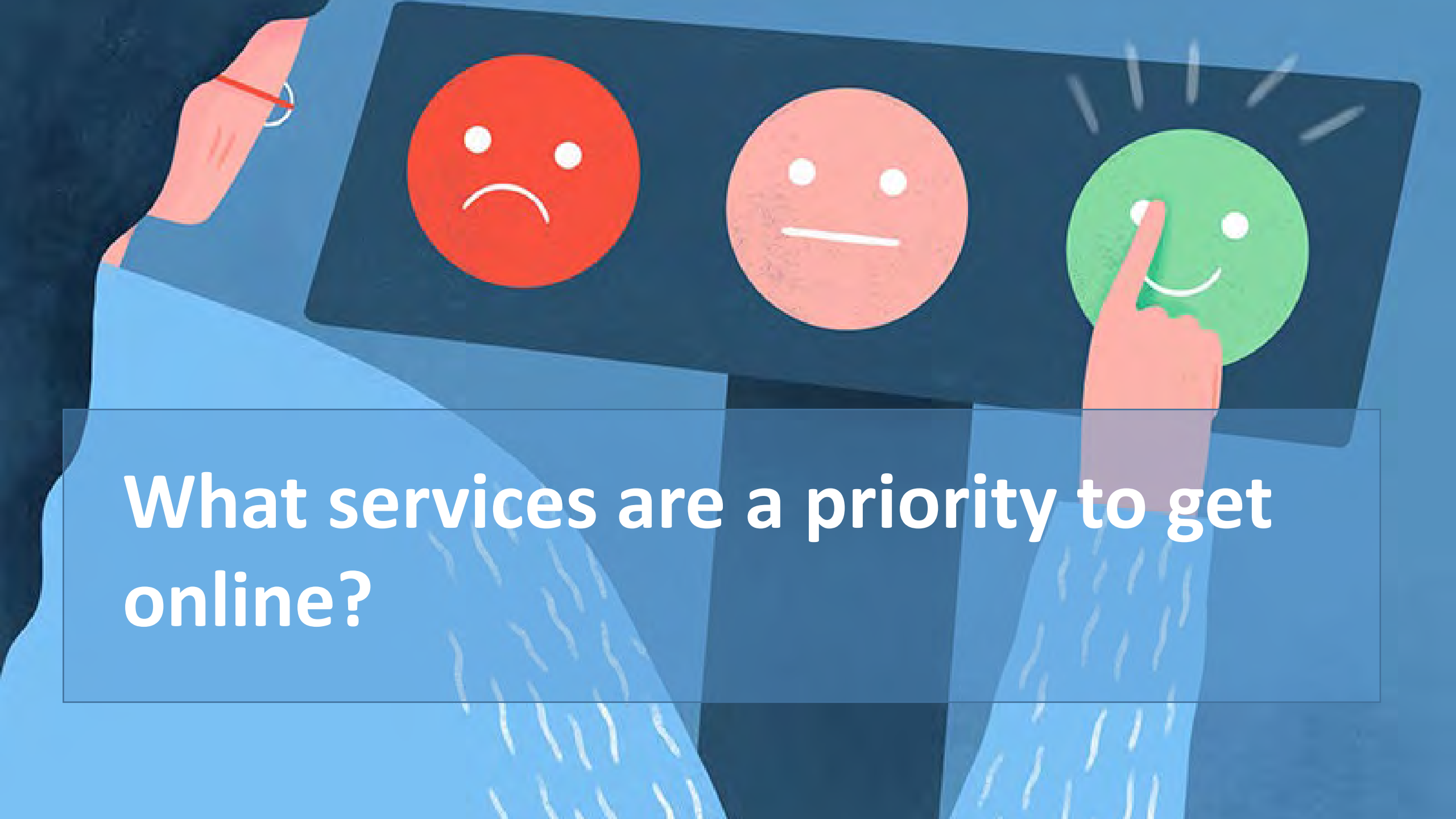
What can we learn from them?





**Does 9 to 5 work for our residents
and businesses**

OPEN
24 HOURS



What services are a priority to get online?

CUSTOMER
SERVICE

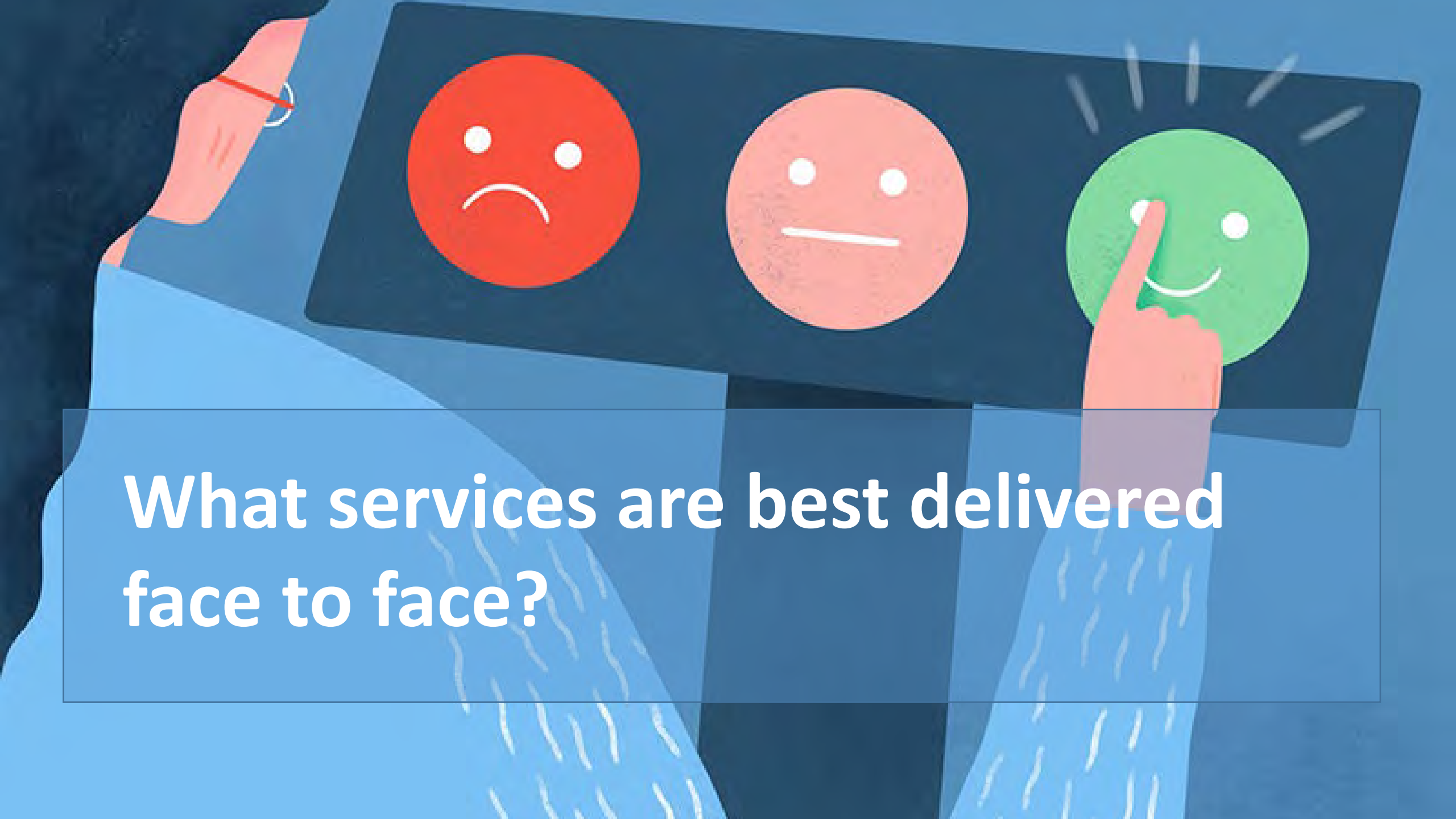
GOOGLE IT





For what services is it important for people to be able to speak to an officer?





**What services are best delivered
face to face?**







When did you last use the website to interact with the council?







FAST



RECOGNIZED EXPERTS OVER TIME



Leading Scientist



PhD Student



Media Expert



Karen on Facebook

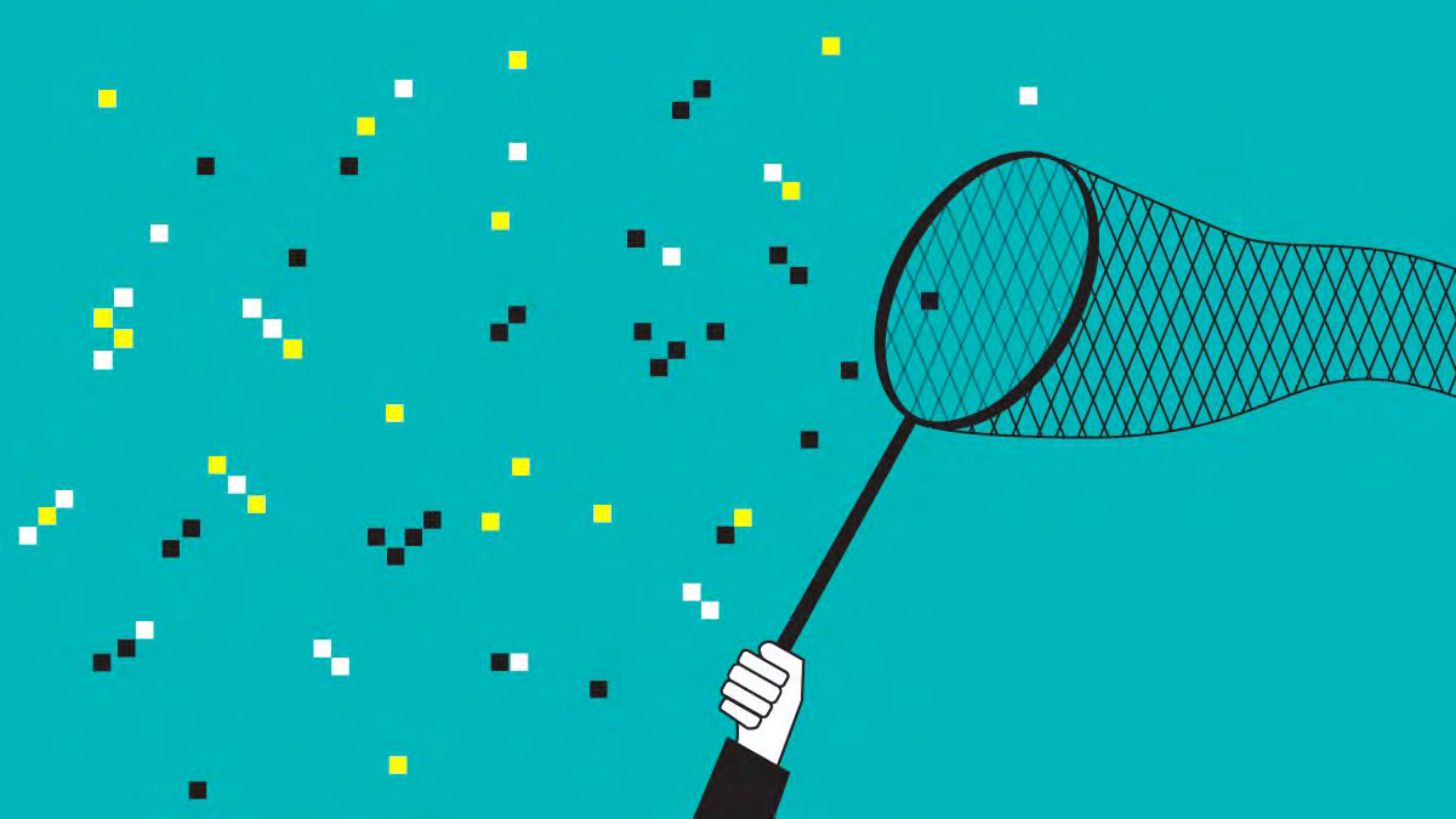
1980s

1990s

2000s

2010s











D'OH!

**Not my
FAULT**



**DO
MORE.**







@petershankman

Peter Shankman 

Hey @Mortons - can you meet me at newark airport with a porterhouse when I land in two hours? K, thanks. :)

A hand is holding a rectangular red sign with white text. The sign is positioned in the lower-left quadrant of the frame. The background is a plain, light gray. The text on the sign is centered and reads "PRACTICE KINDNESS".

PRACTICE
KINDNESS

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Priority #1

Priority #2



Future of Work



Workforce Percentages



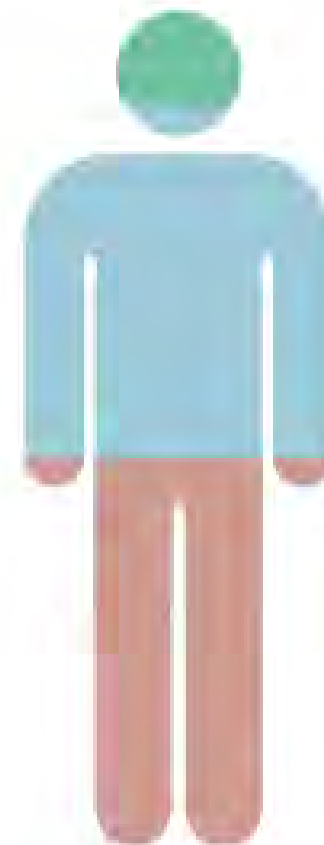
2020



2025



2030



2040

■ Baby Boomers

■ Gen X

■ Gen Y

■ Gen Z





FORTNITE

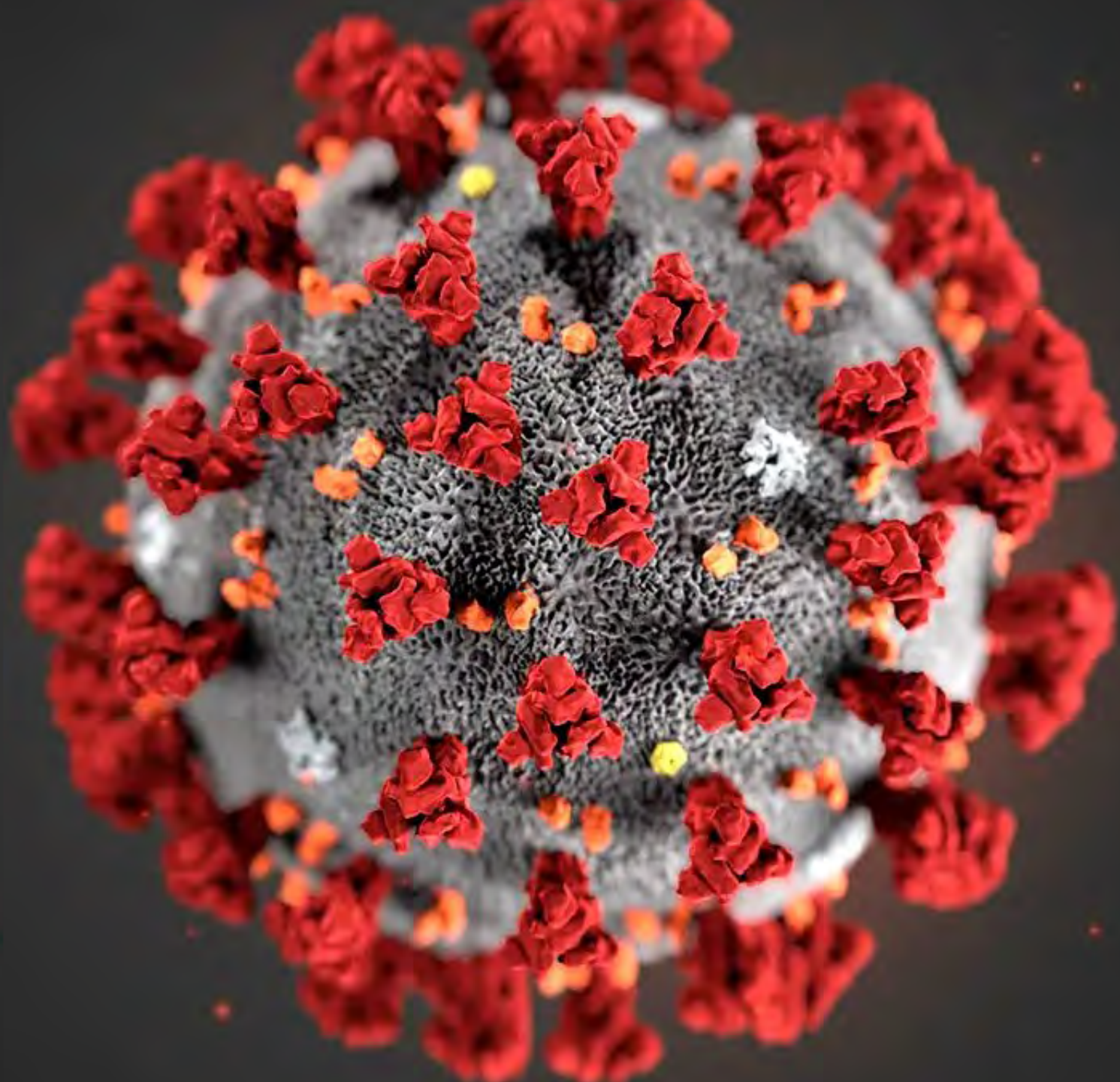




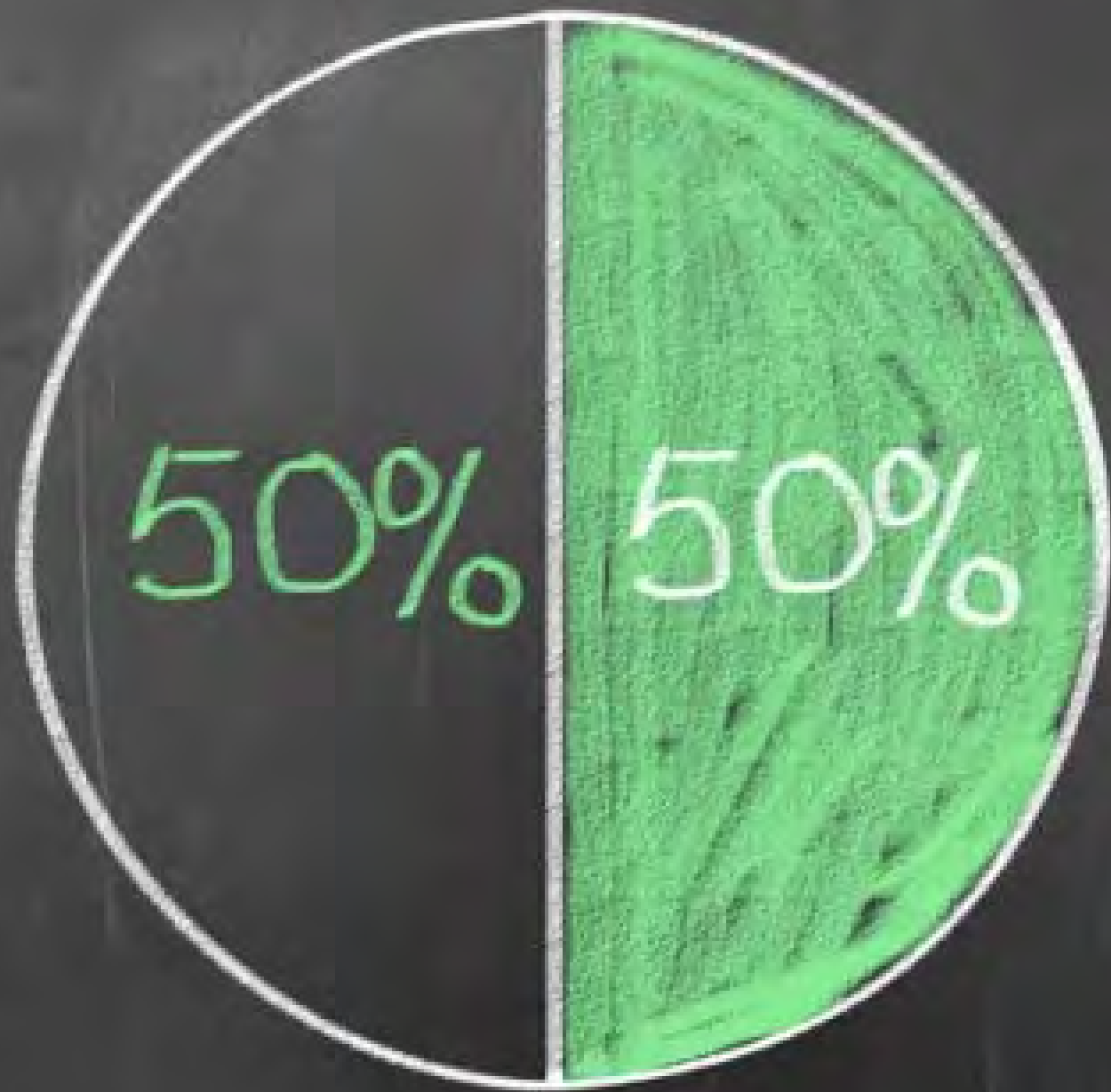


I GOT SKILLS





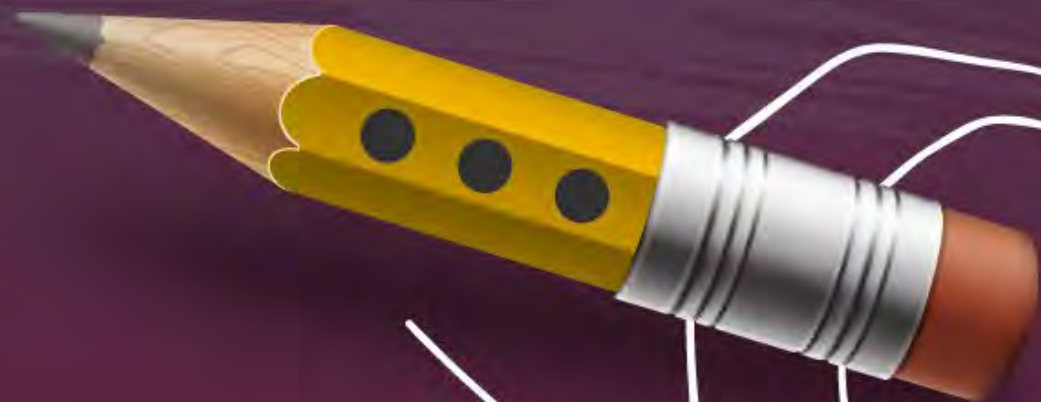
WE'RE CALLING
FOR A
CHANGE

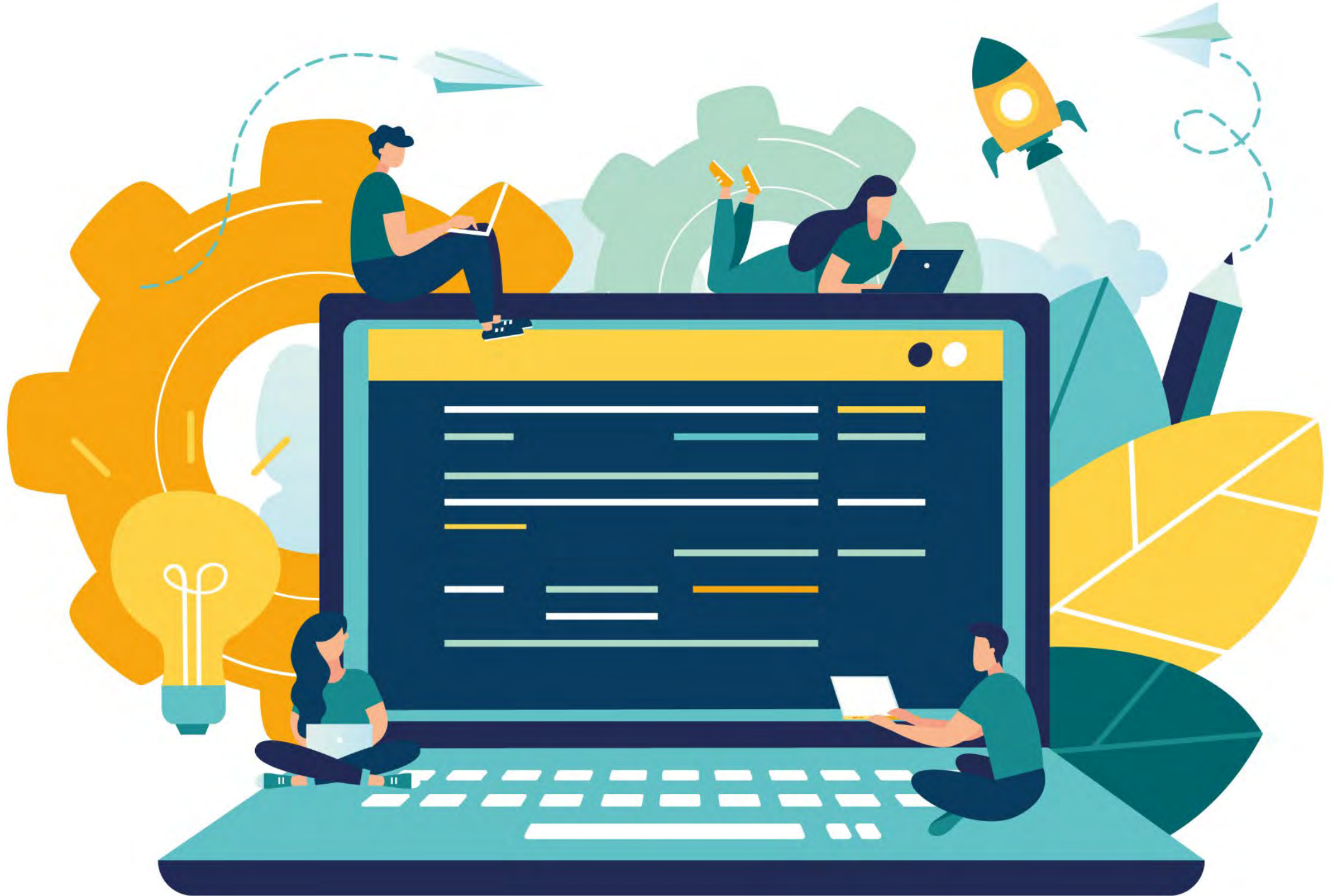


RESULTS

DAY

WITH
SQA





The End