

**11:45am****Mondayitis...what Mondayitis?**

*There's no such thing as Mondayitis working Rotational shifts. I arrive for work a little bit early so that I can go to Fusion to grab a coffee... we are lucky enough to have a Café on site at Eight Mile Plains. I have a chat with Shontal who works in one of the day teams. Shontal and I talk about our different rosters; I prefer mine because I'm more of a night owl and love to sleep in and have 3 day weekends. Shontal prefers the earlier shifts and the normal Monday to Friday roster. After a good chat and a laugh I make my way to the Contact Centre where I check my pigeon hole and emails and set up my workstation ready to take my first call of the day.*

**12:30pm****The stories you hear!**

*One of my first calls for the day is from a member who lives in Ingham. He wants to pay for his membership and also asks for some road reports due to the flooding up North. He tells me he saw a crocodile swimming down the main street yesterday and we laughed about him not wanting to become its dinner. His home is damaged but he's still in high spirits because he is alive and has not been affected as bad as those in Victoria. He thanks me for the information that I have given him and the call ends.*

**2:00pm****Who's in the running?**

*It's time for the Call Consultant of The Month presentation. Jenny has been nominated from our team this month; this is her first nomination. The team is buzzing and hoping she wins!!! Jenny is competing against the top performers in each of the other teams. Our Executive Manager is on the floor to carry out the presentation and acknowledge all of the nominees along with some other monthly recognition awards. He calls all of the nominees up and then announces that Jenny is the winner. Our whole team applauds and cheers. Jenny not only gets a certificate and a trophy to sit on her desk for the month but also gets Reward Points that she can redeem for vouchers... bring on the shopping spree!*

**2:30pm****Break out room!**

*I have been taking calls for 2 hours now and time has absolutely flown. It's time for my first break so I pop my phone in to break mode and grab my yoghurt out of the fridge. I walk in to the Break Out Room where a couple of other consultants are sitting watching Foxtel. We have a laugh at the comedy channel because funniest home videos is on and kids can do the funniest things!!!*

**3:00pm****Sell, sell, sell!**

*A client rings to take out insurance on his car. While we are setting up his policy he tells me that he & his wife are heading off on a 4 week caravan trip. I recognise this as a great sales opportunity, so I ask him if he would like to insure his caravan as well to take advantage of a combined discount... he says yes! After setting up the caravan insurance I look at his membership to see if it is all up to date and see that he only has Club Care. I go on to explain to him that he can upgrade his membership to include some great travel benefits... and again he agrees! This is going to be a great day for sales... and the more sales I get, the bigger the bonus that I receive at the end of the month.*

**3:30pm**

### **No need for nerves**

Tim comes over from Skills Development and asks if I can host a new employee for an hour to help them get a feel for what we do. I have been a Telephone Sales Consultant with RACQ for 22 years now so I'm proud to say that I really know my stuff! I am more than happy to have Mark sit with me and show him a thing or two. Mark is a little worried that it's all going to be too much to learn but I explain to him that he gets 3 months of training before going on the phones. I also tell him that the training never stops, even when he is on the floor and he will always have plenty of help available.

**4:30pm**

### **The busy period**

It's usually quite busy between 4pm & 6pm. I don't mind because it always leads to more sales. I make a conscious effort to keep my after call work time to a minimum and work as fast and efficiently as I can. This helps my team & the centre meet their desired benchmarks. I use short cuts on the system such as copying & pasting and toggling between screens to get through each transaction promptly, whilst still providing an exceptional level of customer service.

**7:00pm**

### **Feedback and training**

I have just finished my last break, and on the way back to my desk my Supervisor, Lyn, asks me to put my phone in a training break and come over for some Compliance feedback. My Audits are mostly good this month, but I have made a couple of errors in my Call Quality. Lyn explains to me why what I said is an error and the effect it can have on the client. She also shows me where I can find this in the Audit guidelines for future reference. Lyn confirms my understanding and asks me if I would like to receive additional training in this area. I tell her that I am familiar with the error and don't require any further training at this stage. Lyn takes the time to praise me on everything I have done right and my sales results month to date...feels good!

**8:57pm**

### **Home time...**

I have finished my shift for the day and it's time to go home. I check to see if I have any unfinished work left, close down my computer and pack up my belongings. Four other staff in my team are also finishing at this time so we all wait for each other and walk out to the car park together telling stories about our day. See you tomorrow!

**4:00pm**

### **My late lunchtime**

Today's lunch is delicious leftovers from last night's dinner. I sit in the break out room and eat, and then catch up with Sandra to do a few laps of the walking track on site. It's nice to get out in the fresh air for a while and do a bit of exercise. I am only having a half hour lunch today so that I can accrue time towards an RDO. I want to book a day off so I can attend a family event on a day that I would normally be rostered to work.

**6:15pm**

### **Team banter**

It seems the busy period is over and as I hang up from a call I hear my fellow team mates talking, laughing & having fun with each other. There are currently 21 staff in my team. We're all different ages and it's remarkable that we all get along so well. Even my Manager & Supervisors join in the conversation & banter. I am so lucky that we have such a great team.

**8:00pm**

### **Tricky calls and funny calls**

Like any job some clients are wonderful and some can be difficult ones. I had a gentleman on the phone that was upset with RACQ due to an error on his policy. I investigated the error and found that the gentleman's wife, a co-policy holder, had actually phoned us only days ago and requested the changes be made. I advised the gentleman of this, and as he had been a little abrupt, he was quick to apologise. My next caller was a gentleman who was a real character. When I asked him "how does your name appear on your credit card?", he replied seriously "in little gold letters". We both had a giggle when he realised what I really meant by the question.

