

8:45am

Good morning sunshine

When I arrive at the branch, my supervisor is here already. We start the day off the right way with a coffee, chat and have a laugh. The team arrives one by one, everybody has a story, it feels good to be at work. I get my terminal, change drawer and paperwork ready. I run a last minute check so I'm ready for a busy morning with my customers. I want them to see me as the professional but friendly face of RACQ. A regular customer waiting outside waves to me and I wave back and smile. We're focusing on Ultra upgrades this month so right on 9am the Senior Consultant calls out "Time to Ultra-ply!", the door is opened and the day at RACQ has begun.



9:15am

Cross-selling & crossed fingers

A customer is paying his membership renewal and mentions his car is getting unreliable. His 17-year-old son has his first car too so he's excited but worried. I explain the benefits of upgrading his membership to Ultra and advise him about free2go youth membership for his son, as it'll be free for the first 12 months. He signs up for Ultra and takes the free2go information for his son gratefully. It's awesome that I get to meet his needs as well as contribute to our branch totals for the Ultra sales incentive. If we sell the most upgrades we'll share in a prize pool of \$1150, plus all-important bragging rights and our pictures on the noticeboard! We're all excited and keen to win. I've got some fantastic ideas for the next incentive I've been asked to present to the team at our next meeting.

10:00am

Every day is different

The morning passes in a flurry of assorted requests. First I have teenagers purchasing tickets to Dreamworld. Then some grey nomads about to take their first caravan trip around Australia. They start flipping through their accommodation guide, free with their upgrade to Ultra Care, chatting excitedly about their options. Next up is a young woman asking for car insurance. We have a laugh together imagining her Toyota Echo as a turbo charged vehicle. I enjoy having a variety of customers every day.



10:30am

Coffee Time

Breaks have been allocated and it's time for my caffeine buzz and dash to the restrooms. The branch is in a big shopping centre and the toilets are a fair way from the branch. I grab my purse and order my cappuccino from the nearby café where I'm a regular. Time to update myself on the latest celebrity magazine gossip and check my mobile for any messages.

10:45am

Let's talk customers

An elderly customer has come in to update his details as his wife has recently passed away. This is a tough one for me as they are regular customers of the branch. I take my time to listen to him and give him extra special service. After this, my next customer is purchasing theme park vouchers for a trip to North Queensland and is quite excited about it. While I'm still sad, I aim to give every customer my best, so with a smile I discuss other benefits we can provide to her for a carefree journey. The transaction goes smoothly and her excitement rubs off on me and cheers me up. I wish her a very happy holiday. In this job I get to be a part of my customer's big moments in life – it's a real privilege and a really rewarding part of my job.

11:15am

Training on the job

There's a lot to learn to do the job well and a newer consultant has a sales trainer working with her to improve her results. The trainer watches the transactions and will give the consultant tips after the customer has gone. He's really encouraging and genuinely interested in her progress. He'll keep in touch by email and will send feedback to the supervisor so she can help as well.

1:00pm

Sales opportunities

I'm working really hard to earn a sales bonus this month so I try to see opportunities while I talk to customers. My customer is paying her motor vehicle insurance renewal and wants to change her address as she's just moved. I check her file and see she doesn't have her home and contents insurance with RACQ, so I ask if she'd like a quote so she can get a multiple policy discount. I'm careful to make sure I read through the correct privacy and insurance statements and questions – compliance and attention to detail is very important. The customer wants to check her current policy before deciding, so I highlight the special features and options of our policy to help her make her decision. I give her my card, so she can contact me if she has any questions.

2:00pm

Stocking up and taking stock

There are often little extra jobs to be done in the branch. A team member is asked to go to the bank. It's my turn to check and order bookshop and point of sale stock. The bookshop display needs refreshing and with all the different shapes and sizes of stock, I take it on as a challenge to create a piece of modern art Picasso would be proud to claim! When I'm done, I read about recent insurance product changes and current theme park offers. We need to keep up with lots of information in this job. We start talking about ideas for the next branch incentive. We come up with some pretty crazy ones so we're all laughing now. It's a great team - we really have fun together.

4:00pm

Hour of power

The part timers have gone home for the day and there's a steady stream of customers. Often the branch finishes as busily as it starts. I'm keen to finish the day with a few more Ultra upgrades as well as encouraging my customers to take advantage of multi-policy discounts for the day. Once I finish up with my last customer I start balancing and tidying my terminal. After closing the door my supervisor tells me she's received a compliment for one of us that she's sending to the Regional Manager. It's such a great finish to the day and I know it'll go up on the regional noticeboard. I can't wait! At 5:30pm we walk to our cars together and I feel really satisfied. I know I'm doing a job that makes a difference in my customer's lives and that's a good feeling!

12:00pm

Bargain hunting

It's time for lunch – I have an hour every day so I'm going to check out the sales I saw on my way to the branch this morning. I'll grab some sushi to eat from the food court. I live pretty close and some days I go home for lunch, but the car park can be a bit of a nightmare so I don't do it often. I guess that's the trade off for working in a great location.

1:30pm

It's all about me

It's time for my monthly meeting with my supervisor. My results qualify me for that bonus I've been hoping for. I've been tracking my sales so I knew they were good. My compliance and privacy results are good too and my paid sales are even better than I thought. Awesome! A bigger bonus for me! My supervisor tells me I should be proud of myself, and I am. The targets to achieve a sales bonus are challenging but now, I know I can do it! She tells me the Regional Manager is announcing the Consultant of the Month tomorrow. I've been nominated because of my good results so I'm really excited. Being able to track my weekly sales motivates me and gets me striving to do well. Making my customers aware of our great products is a real win-win situation. They get excellent service and I get rewarded with sales bonuses!

3:30pm

Personal time

It's time for my 10-minute afternoon break. I can do my online banking and search the internet on the back office computer for ideas for my next holiday. The intranet has the details for staff discounts on holiday accommodation too. I'd hate to miss a bargain so I check that too.

