

STUDY CASES



Manukau **Leisure**



“the relationship has been very personal”



KIWIHOST

BACKGROUND

Manukau Leisure is a stand-alone business unit within the newly formed Parks, Sport and Recreation Department of Auckland Council. They run and develop all Council owned leisure facilities and programmes in Manukau. They have 400 staff and their facilities attract over 3.5 million visits every year.

Manukau Leisure offers a broad suite of leisure services – childcare, fitness, recreation and swimming – to a uniquely multicultural public, so when it came to customer service training the organisation required a one-of-a-kind solution.

Their training portfolio leader, Annette Reilly, says KiwiHost New Zealand was selected because they were prepared to be flexible.

Date **October 2009 - 2011 ongoing**
Courses **Advanced Customer Service**
 Dealing with Challenging
 Customers
 Service Sells

Participants **235**

SOLUTION

Manukau Leisure launched their customer service training as part of a customer delight culture in the business, which is particularly relevant since many of their customers spend a lot of time using their facilities.

“Other service providers had a corporate out-the-box approach. We required a personal and flexible approach from our training provider because our business is personal and varied – we look after people’s children, we teach people how to swim and help them get fit. It’s a family atmosphere here.”

Several hundred staff have been through the KiwiHost Advanced Customer Service Programme, which has been customised to run in four-hours in-house.

“Our people are from all walks of life. Staff members include lifeguards, fitness professionals and early childhood teachers to name just a few.”

“KiwiHost courses we’ve purchased have been very customised and they need to be. We have a unique business and we needed a relevant customer service training programme, which required KiwiHost to get to know us well.

“Our objective was to increase customer satisfaction and this has worked very well.”

BENEFITS

“As a progression from the initial four hour workshop, KiwiHost has gone on to deliver a two-hour ‘dealing with challenging customers’ refresher workshop. As a result of ongoing mystery shopping audits a sales programme is currently in development.”

Annette Reilly

Training Manager & Centre Manager