

Co-op Service centre video – transcript

(June 2018)

Claire Carroll, Head of Customer Services

There are lots of benefits of the Co-op Service Center, and by bringing together the OSS [*Operational Store Support*] teams, the Funeralcare teams and the Food and Membership, we've seen benefits for people, for processes, and for our systems.

How's this way of working improved customer service?

Andrea Pert, Care and Membership Department

I think the new way of working has improved customer service because it's put so much expertise altogether that we're helping the customer because if we don't know the answer, we don't have to go and email anybody or phone them, you can just nip across to whatever department and ask them. Quicker response for the customers: tickety-boo... all good... jobs a good un.

How's it benefited you?

Charlotte Jenkins, Senior Advisor for Client Team in Funeralcare

It's benefited me massively purely because I'm all about meeting new people, you know, stepping forward, and it's just allowed me to become a little bit more passionate about what I do and strive forward to work as a wider team.

How do you work differently now?

Regan Ford, Client Relations Department

I think how we work differently is that we've all now merged as a team so it's just made that teamwork, what we were craving for on the 12th [*floor*] in Funeralcare, it's just really brought that teamwork. We've actually got it now, so it's, kind of, branded into those core values of Co-op: we are now succeeding together as a team - so it's just brought in those values.

Aaron Mcarthy, Operational Store Support Operator

I think we work differently now because we've been able to streamline the way that we work with other desks. Being available to just nip down and ask questions rather than waiting on emails. It's just made everything a lot quicker for the whole of the service desks - we just pooled our knowledge basically.

Have you learned more about our businesses in Co-op?

Heather Bennett, Operations Manager, member, Customer and Operational Store Support

What I've learned about other businesses within the Co-op is I've learnt a lot more about Funeralcare and Life Planning - that was completely unknown to me. My knowledge of stores has increased massively as well. And it's really nice, now, that I can go back, when I can see an issue happening in store I can link that back to the customer so that's really good.

Joanne Tavernor-Wren, Senior Complaints Handler, Funeralcare and Life Planning

I've learnt more about other businesses in the Co-op especially for myself. I was initially working only on the Membership and customer care side of things. I went up, basically, just to help out on

the funeral and then now it's become, not only a step up for myself job wise, title wise, but also become more involved in the Funeralcare, which is where my main focus is at present.

What's it like having a bigger team?

Samantha Taylor, Membership and Customer Services Team Manager

A bigger team is a bigger family, we're all supporting each other. There's a lot of change going on and we all absorb this change really positively. So it's great to work together as a big team.

Charlotte Jenkins, Senior Advisor for Client Team in Funeralcare

So, now we are a part of a greater CSC [*Co-op Service Centre*] and there's a lot more support. It's a lot more of a positive atmosphere, really enthusiastic. I feel like the coming together of the teams has allowed us just to be a little bit more passionate about what we do, and just retrieve answers a lot quicker, and just process the needs of the client a lot better due to the support of everyone coming together.

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