



2016 ALGIM Customer Service Symposium

Monday, 21 September 2015

8:30 am - 8:50 am

Welcome to the Customer Service Symposium

CONFERENCE ROOM

Palmerston North Mayor - Grant Smith will welcome attendees to Palmerston North

8:50 am - 9:30 am

Moving the radio dial from WIIFM to rediscover the "Community Channel"

CONFERENCE ROOM

Lorraine Vincent, Chief Executive , Manawatu District Council

The challenge of Customer Service in today's local government and what we should do in the future. Customer service is no longer about telling people how great you are. It's about producing amazing moments in time, and letting those moments become the focal point of how amazing you are, told not by you, but the customer who you thrilled. The Government has ten priority areas for change. Better Public Service Result 10 is that New Zealanders can transact easily with government in a digital environment. However the focus has recently moved away from 'digitisation' and is more about putting the customer at the centre. This presentation will introduce the concepts of Federated Service Delivery and the market model.

4:10 pm - 4:40 pm

ALGIM Customer Service Toolkit

CONFERENCE ROOM

Suzee Sinclair, Consultant, ALGIM

Mike Manson, Chief Executive, ALGIM

Come along and see the demonstration on the tools available in The ALGIM Customer Service. Hear how The ALGIM CS Toolkit will enable you to increase customer service professionalism and create organisation-wide service excellence in your council. The CS Toolkit is a web based resource providing a variety of tools and information for managing and improving your organisation's customer service. The ALGIM CS Toolkit is an initiative by ALGIM to provide the local government community with customer service tools and resources to support their customer service journey. There are five modules to the CS Toolkit: Best Practice, Customer First, Your People, Access and Delivery, Knowledge and Technology.

4:40 pm - 4:50 pm

Conclusion of Day One & ALGIM prize draws

CONFERENCE ROOM

Jason Dawson, MC

5:00 pm - 6:30 pm

No location

Attendee Free Time

6:30 pm - 7:00 pm

Pre-dinner drinks and networking

EXHIBITION AREA

7:00 pm - 7:20 pm

Winners of the ALGIM Customer Service Awards will be announced

ELWOOD ROOM

Jason Dawson, MC

7:20 pm - 8:30 pm

Awards Dinner

ELWOOD ROOM

8:30 pm - 11:59 pm

Networking

ELWOOD ROOM

ENGHOUSE PHOTOBOOTH

Back by popular demand is the Photobooth, kindly provided by Enghouse So get your team together and capture some great memories!

Then Dance the night away to the Blueprint - THE BLUEPRINT have emerged as Wellington's premier covers band since making the highly sought-after Thursday night residency at The Establishment Bar on Courtney Place, their own. Live music is back! and these guys are the Kings. Versatility is the name of the game, and their stunning renditions of Bob Marley, Sublime, Six60, Bruno Mars, The Killers, Dragon, Foo Fighters, Van Halen Journey, The Doobie Bros, Creedence Clearwater Revival, The Exponents, and Kings of Leon, only begin to tell the story. THEY DO EVERY SONG JUST LIKE THE ORIGINAL. You have to hear it to believe it. Underpinned by the soaring vocals of vocalist / guitarist Matt Carnihan, the sublime lead guitar and backing vocals of Ross McWhirter, the relentless beats of Brian Cousins, and anchored by legendary Porirua musician Phil Aitofi on bass / vocals, THE BLUEPRINT are a treat. Bands this good don't come along often.