

CUSTOMER SERVICE AWARD WINNER AUGUST 2017

AARON COUZENS – TELSTRA STORE ESPERANCE



Telstra Shop Esperance sales consultant and business specialist Aaron Couzens claimed the ECCI August 2017 customer service of the month award. Employed by Telstra since December 2016, Mr Couzens said he enjoyed working at the store in the Boulevard Shopping Centre. “I spend a lot of time with customers, so I’m very customer focused,” Mr Couzens said.

“We’ve moved towards a consulting sales model so we spend a lot of time finding out customers needs and making sure we’re tailor-making solutions for them. “A lot of my customers are repeat customers. People do come back and see me, and request me.” The 25-year-old said being nominated for customer service of the month surprised him “a little bit, considering a lot of people are normally upset with Telstra”. He said listening to each customer’s needs was key to achieving customer service excellence. “It all comes down to listening to your customer and finding out why they’ve come to see you,” he said. “If everyone was miserable around you, you’d be miserable yourself. If you make everyone happy around you, then obviously you’re going to be a pretty happy person.” Due to a few staff changes, Mr Couzens will take on a management role at the end of the year. “I’m looking forward to stepping into the business manager role soon,” he said. Mr Couzens said despite the responsibility that would come with the new role he was excited to take on the position. Aaron’s dedication to providing quality customer service was recognised in the nominations from community members.