

## CUSTOMER SERVICE AWARD WINNER NOVEMBER 2017

### RHIANNON TRACEY – BANKSIA MEDICAL CENTRE



Banksia Medical Centre receptionist Rhiannon Tracey was the November 2017 recipient of the ECCI customer service of the month award. Ms Tracey, who has worked at the medical centre since April, said she had ‘no idea’ she had been nominated for the award. “I wasn’t told about it,” she said. “The award is great, very unexpected and it’s great working here.” Working in reception, Ms Tracey said she enjoyed helping the doctors and visiting patients. “It’s different everyday and it’s challenging at times,” she said.

“It’s fun, it’s interesting.” When asked about her favourite part of the job, Ms Tracey said it was her fellow staff members and the ability to help people.

“I definitely have regular attendees but I only started working here in April of this year, so I’m starting to remember everyone’s names and faces now.”

Ms Tracey was nominated for always going ‘above and beyond’ to assist the visiting patients.