

FRONTLINE NEWS

#Knowingmeknowingyou

ANNOUNCEMENT

- Welcome to our new co-workers Abbey, Zara, Sabah, Sezen, Jenifer, Deliana, James and Deanna– if you see them around, make sure you say Hej!
- Congratulations to Frances and Rita, who celebrated their 10 year anniversaries this month! Sadly Rita's last day was last week but we wish her all the best in new career as a personal trainer! You can read more about her IKEA journey on page 4.
- It's been a big month for our Remote Sales team with North QLD Click and Collect going live on April 19 and Same Day Click and Collect in Canberra on April 20.
- We also celebrated Talent Focus Week last month, which is a global celebration of all the ways you can grow with IKEA. Thank you to all the guest speakers who shared their inspiring journeys during our morning Huddles!



The newest additions to the CSC family.
(Photo credit: Belinda Cahill)

GRATTIS PÅ FÖDELSEDAGEN!

ANASTASIA T

6-APRIL

BANU

18-APRIL

KRYSZTOF

20-APRIL

MEZBA

30-APRIL



RESULTAT

FRONTLINE GOALS

	MARCH	FEBUARY	GOAL
• Service Level	43%	54%	80%
• Abandonment rate	9.4%	7.5%	6%
• Calls answered	33,900	31,128	

GENERAL

• Service Level	48%	62%	
• Abandonment rate	8%	6%	
• Calls answered	20,434	17,488	
• Talk time	03:18	02:41	02:30min
• Wrap time	00:08	00:10	00:10sec

CUSTOMER SUPPORT

• Service Level	35%	42%	
• Abandonment rate	11%	10%	
• Calls answered	10,851	11,826	
• Talk time	05:09	05:01	04:00min
• Wrap time	02:45	02:20	01:00min

ADMIN TEAM

• Service Level	77%	98%	
• Emails answered	3,006	2,795	
• Total response time	15:54	09:29	24:00hrs

SAMS CASES

Cases created	3,810	6,708	
• Cases closed	4,026	3,693	
• Open to close (day)	9.41	6.61	7 days
• Assigned time (hours)	37:24	26:20	24:00hrs

INTERVJUJA: RITA

Could you tell us about your journey within the CSC and how you came to be in your current role?

I've been a part of the CSC for 10 years. I started in Rosebery in my teens and we were just a small office. How times have changed from when I used to rock up to work in my PJs to now! As we started to expand I was a part of the Aftersales team, where it was myself, Jade, Frances and Leanne. I came to my current role in General about 2 years ago, when I needed to drop my hours down to study to be a personal trainer. Guys hit me up if you want a PT session...jokes! Unless you really want to). The good thing about IKEA is that if you REALLY want to be successful, you have the power to do so. Don't expect opportunities to come to you, if you really want to excel within IKEA make it happen don't wait around for the perfect time. Make the time and make the moment perfect!! Yes yes I know. I should have been a motivational speaker!

What are some of the standout weird phone calls you've had?

Probably the most memorable call was when a customer wanted to "Play a game" He had hid \$1 million the store and wanted me to find it. (looking back now, I really hope it was just a prank) .

Another call was when a customer purchased a \$1 soft serve cone and called to express how upset she was because there was not enough cream in the cone – When I asked for photos of the ice cream she told me she ate it.

And can't forget all the names I have been called: Roota, Rida, Rufus, Rupert!

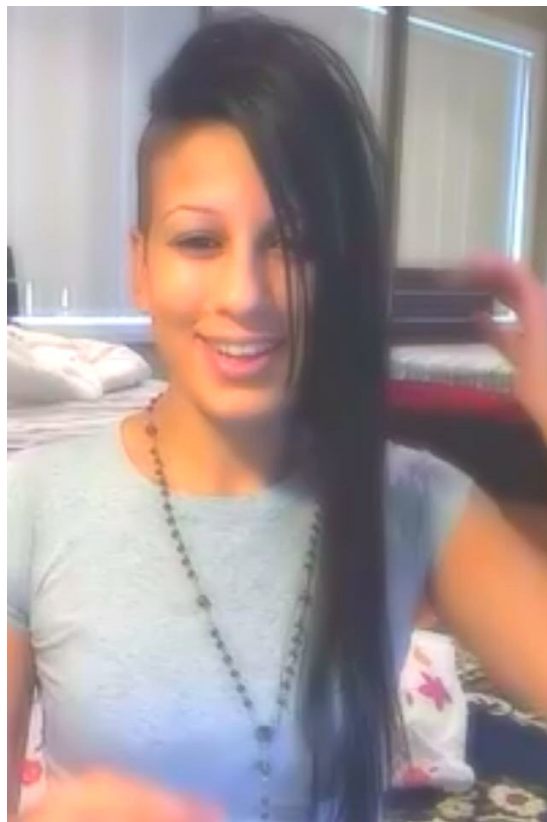
[Editor's Note: She also got called Rudolph once.]

What do you think you'll miss most about IKEA/ the CSC?

Probably my BEKVAM step stool (So now I have left I'm going to be honest) This was never my footstool, so all of you guys that asked if it was my footstool, I lied. It wasn't. And no, I don't have knee issues, I lied about that also so you didn't take the stool. Love ya'll though! But all jokes aside. I will miss each and every one of you. You all have taught me so much about myself and I have made friends and even family to last a lifetime!

What advice would you give to new co-workers about working at IKEA?

When you get a angry customer, don't take it too personally. They are either angry at themselves, angry at the situation, or angry at the wait time, not angry at you personally. Be patient. And as Dory says "Just keep swimming" :) Goodluck ya'll !



FACKTA

Everybody loves waffles, but the Swedes love them so much they gave them their own holiday! In Sweden, March 25 is National Waffle Day, or Våffeldagen.

Although the holiday has religious origins (March 25 falls on the Catholic holiday of Annunciation Day, or *vårfrudagen*, and *vårfrudagen* sounds like *våffeldagen*), it's celebrated by Swedish people of all backgrounds.



We may have missed the Swedish day, but there's also a National Waffle Day in the USA on August 24, to coincide with the anniversary of the invention of the waffle iron by New Yorker Cornelius Swarthout.

SWEDISH WORDS OF THE MONTH

Sockergris: [SO-ke-gris] In English people who love sweet things have a sweet tooth, but the Swedish word for it literally translates to "sugar pig". Harsh!

Trivselbit: [Triff-suhl-beet] You know that last piece of cake or pizza that everyone's too polite to take? In Sweden that's known as the *trivselbit*, or "security piece", and it's considered bad table manners to pick it up.

Nattuggla: [Not-oogla]. This means "night owl", or someone who likes to stay up late. It's also very fun to say!



IKEA SOCIAL: MARIE AND RITA'S FAREWELL!



KUND CITAT

(Customer with delayed delivery due to floods in QLD)

Well if he can't drive, he can catch a dinghy to my place!

Jay

Customer: Is your kids area open?

Emily: Yes, Smaland is open.

Customer: Oh, Smaland? Are there separate places for big kids and little kids?

I'm actually glad it's not in stock, now I don't have to spend my weekend assembling and fighting with my girlfriend!

Jay

I feel like Bob the Builder, are you going to pay me to assemble this?

Terryl

(Customer describing quality issue with kitchen benchtops)

They look like my grandmother's stockings!

Anita

(Customer asking about IKEA Business benefits)

It's good to know that I don't need to come to the store, but why would I miss out on the best part – it's like me having a choc top but not eating the chocolate part!"

Jay

My table I bought at the bargain corner has arrived with no issues, but I paid \$25 extra for bubble wrap and my item has arrived with no bubble wrap! WHERE'S MY BUBBLE WRAP?!

Terryl

