

IKEA CSC

Frontline news



Together, we have the power to solve seemingly unsolvable problems.

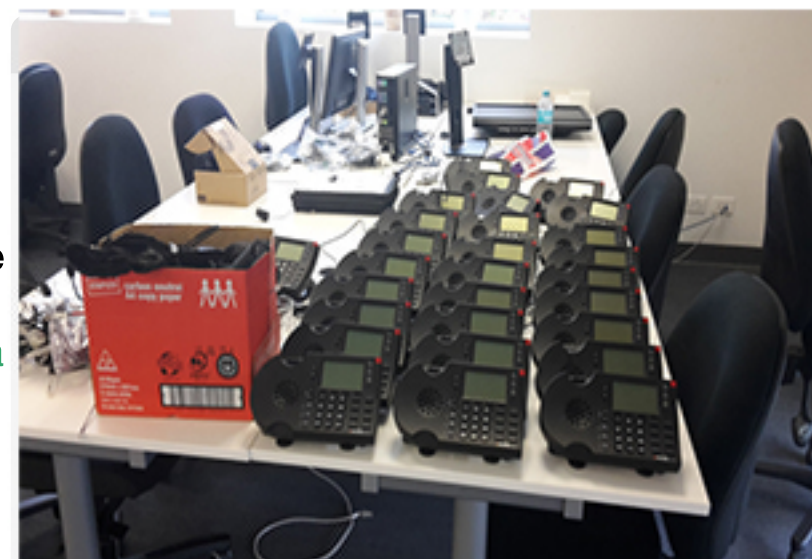
We do it all the time.

ANNOUNCEMENTS

September is a particularly special time at IKEA, because we get a brand-new catalogue! Don't forget we'll be celebrating the Kickoff at 9am on October 12.

Missed out on applying for Step Forward the first time around? Don't worry applications for Step Forward 2.0 are now open! If you're interested in growing your career with IKEA and maybe taking on a leadership role one day, get your application in by September 19. If you have any questions, see our HR Manager Alison La Delfa.

We all know how tough it is to stay on top of all the things happening at IKEA, but that's what Yammer is for! Jay has started a 'CSC Australia' group just for us, with important updates as well as fun stuff. It's a great way to share knowledge and connect with co-workers in your department as well as others.



Speaking of leadership, applications are now open for a Fixed Term (12-month) Team Leader role here at the CSC! If you're thinking about applying, have a chat to Belinda or your Team Leader.

Out with the old...

On August 25, we switched off Shoretel and went live with our new system ININ (Interactive Intelligence), which we celebrated with cake as you can see from the photos! Like all new ways of working it took some getting used to but thanks to all the months of preparation by the project team we were well-prepared and everything went smoothly. Thank you to all the co-workers and team leaders who were part of the changeover, as well as to Juan from ININ for all his help and support!



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IKEA HAS A BIT OF A REPUTATION FOR BEING A RELATIONSHIP KILLER, BUT THE OPPOSITE SEEMS TO HAVE HAPPENED AT ONE STORE! IKEA SHANGHAI HAS BECOME A SURPRISINGLY A POPULAR MEETING SPOT FOR SINGLE PENSIONERS LIVING NEARBY, WHO COME IN FOR FREE COFFEE (WHICH IS STILL OFFERED IN SHANGHAI) DURING THE WEEK AND CHAT WITH EACH OTHER. ACCORDING TO 55-YEAR OLD WOMAN GE, "IF I MEET A GUY AND HE'S APPROPRIATE FOR ME, WE CAN CALL EACH OTHER," GE EXPLAINS. "BUT IF HE FINDS SOMEONE MORE SUITABLE FOR ME, HE'LL HELP AND INTRODUCE ME TO THE OTHER GUY."

"WHEN WE GO OUT, WE DON'T TELL PEOPLE WE'RE GOING HERE," HAN SAYS. "WE TELL THEM WE'RE GOING TO A TEA HOUSE. WE DON'T TELL THEM WE GO TO IKEA, BECAUSE IKEA IS THE PLACE TO FIND BOYFRIENDS AND GIRLFRIENDS."



Co-Worker Interview- Rizk (Aftersales)

What's something interesting that people don't know about you?

I brew dark beers and I bake sourdough. I'm generally fascinated with yeast, how it feeds on sugars and leave alcohol and carbon dioxide as byproducts. Fascinated with chemistry in general.

If you were stranded on a deserted island, what three things would you have and why?

I guess I would need a sharp tool, rope and a flashlight, one of those that runs when you wind it up, so you don't need batteries. With the sharp tool I can make a spear or something than use it for fishing. A rope to tie things up, make a ladder or a little boat. And a flashlight for obvious reasons.

What's your favourite IKEA product?

The hydroponic kit, serves as indoor garden.

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Customer: Yesterday I was parked at your Tempe store and upon returning to my car, found my white car covered in black bird droppings! What are you going to do to compensate me for this?

Sash: That's not something we can offer you compensation for unfortunately.

Customer: Well, that's left a bad taste in my mouth! I'm going to Fair Trading.

Customer: I bought a mirror from IKEA and it's faulty.

Rita: OK, what's the fault exactly?

Customer: It makes me look short, fat and wide.

(Customer's pipes are too small to fit the new sink strainers)

How am I supposed to make a pipe grow?

(Bernadette)

Do you have couches that sit on the floor?

(Rita)

Will you be paying for me to stay at the penthouse suite at the Hilton?

(Jay)

Leslie: Welcome to IKEA, Leslie speaking.

Customer: Hi Lucifer!

Customer: How much rough stuff can your beds take?

(Jannelle)

My coffee table just caught fire!

(Patrick)

Bernadette: It's a bit hard to hear you, sir.

Customer: Sorry, I'm just shaving!

Why don't you just **** off back to Sweden!

(Jay)

