

FRONTLINE NEWS

#Knowingmeknowingyou

ANNOUNCEMENTS

Congratulations to our new Team Leaders Jay , who will be taking over Frontline from Leanne, and Mariana, who is replacing Tugce as After-sales Team Leader during her maternity leave.

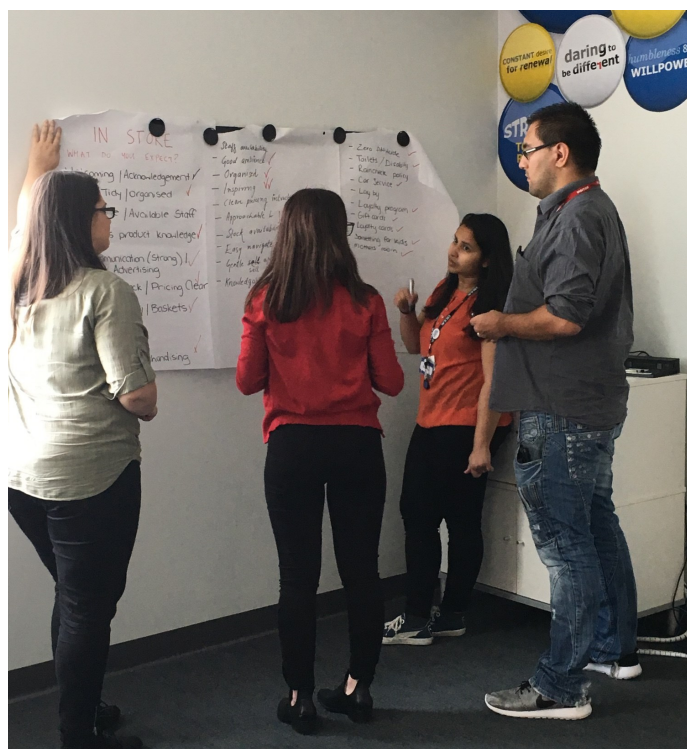
We'd also like to congratulate Susan in her new role as CSC Coordinator (she's also this month's co-worker interview- see page 3!) , and Aron who will be taking over from her next year.

We wish them all the best in their new roles and we know they're going to do a great job!

We would like to say 'Valkommen' to everyone who has just joined the CSC team!

We're also welcoming several new co-workers: Mathew, Janette, Cornelia, Theresa E, Kate, Theresa T, Gary ,Maeve and Emily.

If you see them around say hi and make them feel welcome!



Some of our new co-workers in training

GRATTIS PÅ FÖDELSEDAGEN!

REMOTE SALES

IB \$39,787.36
TAS \$77,062.68
WOL \$11,072.62
TOTAL \$127,922.66

Sales Figures for Week 41/2015:

IB \$28,957.06
TAS \$58,557.73
TOTAL \$87,514.79

INDEX: 146%

**PATRICK
JANELLE
DAVID**

**BERNADETTE
JAY
JENNIFER B
CHRISTIAN
JESSICA
CHRIS
MATHEW**

**6-Oct
6-Oct
6-Oct**

**7-Oct
16-Oct
20-Oct
20-Oct
24-Oct
26-Oct
26-Oct**



3, 2, 1.... KICKOFF!

Our annual Kickoff meetings are a great chance to get up to date with what's happening with IKEA globally, but it's also nice getting to spend time together as a team

We listed to Cass talk about what's in store for IKEA in 2017, and Graham told us a little about what's planned for the CSC.

You may remember our workshops where we came up with potential taglines for the CSC.

The votes are in, and the winners are...Groups 1 and 3, combined because they were just that good!

Here they are below:



Thank you to Cass and all the Team Leaders for a great Kickoff. FY17 is going to be an exciting year!



CO-WORKER INTERVIEW: SUSAN, CSC COORDINATOR (FRONTLINE)

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

I love cats!

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

- 1. My cat Akira**
- 2. A Haruki Murakami book**
- 3. Sushi, because food**

What's your favourite IKEA product?

Expedit (aka Kallax) shelving unit, where all my vinyls live.

Could you tell us a bit about your IKEA journey so far?

I began my journey with IKEA as a Self Serve co-worker in May 2014, coming from the education sector I knew little about retail, however I realised the possibilities & opportunities that I could reach with IKEA. I made my transition to the CSC, once again I was amazed by what we do as I've had the opportunity to be part of the Frontline, Services, Remote Sales and After Sales teams within the



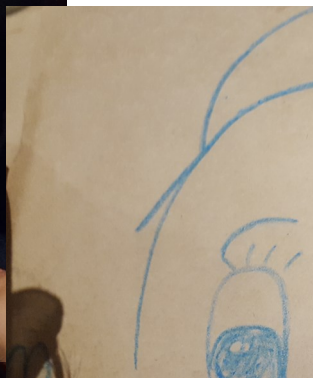
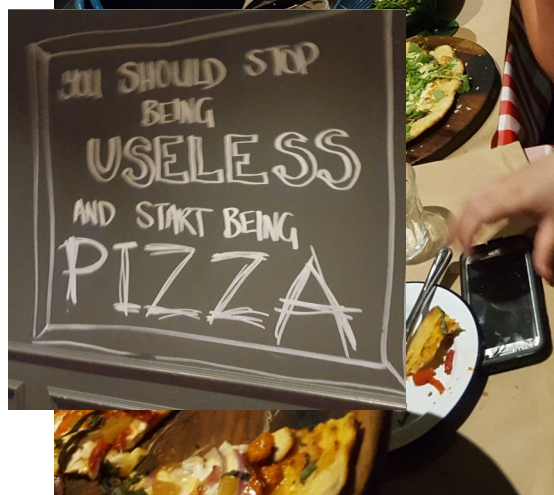
CSC. Recently , I've been given the opportunity to further grow as a future IKEA leader and am acting as co-ordinator of the Frontline team. So far, it's exciting !

What IKEA value do you identify with most & why? While all IKEA values are key to a successful business, togetherness and enthusiasm stands out the most to me. The reason why, is because this is the value that I live by every day at my workplace, I strive for my team to work together towards reaching our daily goals and also share our knowledge so that we can provide all our customers with fair and accurate resolutions.



Akira...the purr-fect desert island companion!

FRIDAY NIGHT IN NEWTOWN!



FACKTA

This week's FACKTA comes courtesy of Yammer– it's funny and a perfect example of leadership by example!

"Ingvar was at the opening of our new store in Russia. There were so many customers. The waiting line on the check-

out was really huge. So Ingvar stand after the cash desk and started to help customers in packaging their purchases. There was a woman with a son, and she told the boy: remember you asked me why you must go to school? Look at this old man (she pointed to



Ingvar) if you don't study hard you will end up like him!"

GROWTH WITH IMPACT SUMMARY

FY17 GOALS

80% HAPPY CUSTOMERS WHO WANT TO RETURN
ICSS - Would you want to visit IKEA again in the future?

90% HAPPY CUSTOMERS WHO FEEL IT IS WORTH WAITING
Customer waiting times

80% CO-WORKERS CHOOSE TO STAY WITH IKEA

+20% GROWTH WITH IMPACT

35% MARKET HALL SHARE – BALANCED GROWTH

500,000 CUSTOMERS WHO TAKE UP OUR AMAZING SERVICES OFFER
Services customer take up

HAMMER TIME!

Public holidays tend to be on the quiet side at the CSC (unlike the stores), so we did a bit of BEKANT desk building in between calls in preparation for our office make-over- lucky we didn't need to call up for assembly help!

Thank you to everyone who helped out for all their hard work.



KUND CITAT

**WELCOME
TO IKEA,
HOW CAN I
HELP YOU?**



(Customer testing out swivel chair to see if castors move)

Gee, my wife will be pleased when I tell her I'm not heavy enough!

(Anita)

Do you recycle x-rays?

(Fay)

Would you consider expanding someone's job description to accommodate me?

(Janelle)

David: I'm so sorry but we don't have online or phone sales as of yet.

Customer: "You do know what year it is, right?"

Milo: Welcome to IKEA, this is Milo.

Customer: *(Trying to flirt)* Ooh, I wouldn't mind a hot one of those right now! Send me your number, you sound hot!

You've made me wait in the queue for twenty minutes and now me and my ten month old are suffocating in our car!

(Fay)

(Customer asking about Install2U)

"What is the number to book for your erection service?"

(Lisa)

Customer: I think I'm missing a part off the assembly instructions!

Terryl: That's actually a cross, it's telling you not to do it that way....