

Team Nelson's GREATNESS Stories

Ash

"A few months back, we had a lovely young lady, Aimee, come instore looking to see if we could repair a pair of her partners Dragons. She was reluctant to ask initially, as they were not originally bought here, but at a surf shop in town. We explained to Aimee that we are only too happy to help if we are able! Aimee didn't have her original POP with her so went back to the other store to get this, which turned into a little bit of a rigmarole for her. They could not find the transaction on their end, as Aimee had paid using LayBuy. In the meantime, we held onto the glasses for her, while this store looked for her POP. A few weeks went by, and we hadn't had anymore contact with Aimee, so I gave her a call. She explained the POP situation to me. This is when I suggested I contact Dragon for her anyway, explain the situation, and find out if they would accept the LayBuy payments Aimee could provide as POP. Aimee and I keep in contact via email during this time, and she was very pleased Dragon were happy to assess with this as POP! Aimee kept thanking me for going above and beyond to help her, and always let me know how lovely the other girls were when she had dealt with them.

We kept Aimee up to date with progress on the repair, which she was always excited to hear about. She was really keen for her partner to back in these BadBoys! They went for repair the day before Good Friday, so there was going to be a slightly longer turn-around than the usual Dragon repair time. Amy (from Dragon custy service, if you haven't dealt with her in the past she is SO helpful and so rad), was always so prompt to reply, and never fell short on informing us on what we (Aimee and ourselves) needed to. Alongside this, Amy was already flexing as much as she could to accommodate for a difficult customer repair we had previously forwarded on to her. This customer ended up receiving x2 replacements from Dragon, even though they did not have to grant the warranties due to the nature they were broken in. They did this out of goodwill as both the customer, and Nelson as a store, go through a lot of Dragons! In turn, this originally disgruntled customer was made to feel special by both parties, and we managed to keep him as a loyal customer.

Once receiving Aimee's repaired Dragon, we let her know they were as good as new and ready to be picked up. On pick up, Aimee requested an email address for HQ, to thank them for having an amazing and helpful team in store!"

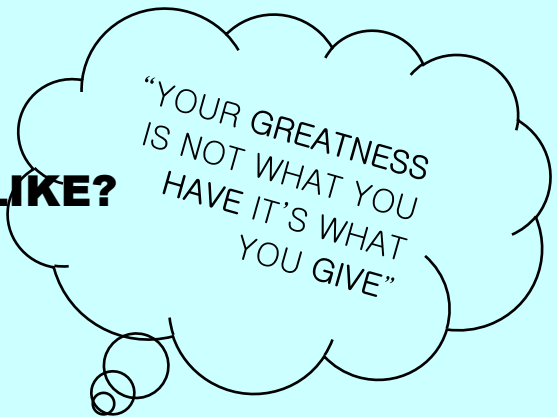
Dayna

"About 3 months ago I had a customer instore who didn't speak English. Through using nonverbal ways of communicating, like hand gestures, we managed to find the perfect pair of Carreras for him. He came back 2 other times during his week-long stay in Nelson and purchased 2 more pairs. Being able to overcome communication barriers in sales is very rewarding on both sides of the transaction."

WHAT DOES GREATNESS LOOK LIKE?

sunglassstyle

📍 CENTRE PLACE SHOPPING CENTRE



"YOUR GREATNESS
IS NOT WHAT YOU
HAVE IT'S WHAT
YOU GIVE"

Sinead

"Here at CP we get a wide variety of customers, but never a customer we can't help in some way. A couple months ago on a busy Sunday a couple came in, he was in search for a new pair of sunnies, a pair that was classy and dressy but something he could wear on the daily. We started with the classic Ray Ban styles but narrowed down the style he liked: black and square but not too square. After suggesting what felt like every black and square frame we had to no avail I suggested a pair of Marc Jacobs which they BOTH loved, the sight of him in them made them both teary eyed... but it was too tight on his head, a tear almost rolled down his cheek (JK) until I told him I could heat mould them out a little to which they were both stoked about. I got them to a perfect fit and processed the sale, while doing this his girlfriend was trying on some Givenchy's which they both loved but were too big, I heat moulded those too while she decided if they were the right ones for her, after myself and her boyf told her they looked great she decided to get them. By being attentive and listening to the customers' needs they were able to trust me and my opinion, rather than giving up after the endless NO'S I kept searching and suggesting styles, it felt great to know they were both confident in their choices because we didn't settle for a style they weren't 100% happy with. They both left with new sunnies and big smiles after thanking me and complimenting my customer service."

Caitlin

"My idea of greatness at sunglass style is being able to give a customer a great experience every time they come in store. A few months ago I had a customer come in wanting some fun and colourful glasses, so I helped her find a few pairs she loved. We were able to have a great conversation about fashion and all the new styles of glasses that are popular at the moment. She ended up buying one of the pairs I showed her, and came back the next day to buy the other pair I had suggested. She still comes in every now and then, we always have a great conversation and I'm always able to find her a new pair that she loves without her having to tell me what she's looking for."

Lucky

"Greatness in my eyes is to see a smile on a customer's face when they enter the store and definitely when they leave our store with their new pair of Sunnies. To make someone's day gives me butterflies and tells me that I am upholding the values we have here. Most times it's the simplest things that makes the customer happy and sometimes it's hard to communicate with customers that aren't as approachable, but that is all a part of everyday situations. I have this one customer that comes to see if we have any sales or new styles in store. One time she came in store with her Mother, as usual we started to talk like normal and they mentioned they were going to Hawaii in a couple weeks. We were talking about their plans for their trip while I told them about our second pair for 40% off promotion which they were excited about. We continued talking about their trip whilst browsing through a selection of sunglasses. I chose multiple types of styles and brands for each and gave them different occasions and outfits they would suit. They were amazed at the effort I was putting in to help them decide and I replied "If you're happy then I'm happy". While helping these customers I had other customers come in to store. I greeted them and offered help to them while the other customer continued trying style on. This customer had a pair of Le Specs which she was hoping to get a new pair of since the arm on that one had come off. We didn't have a pair in store but it turns out all I had to do was to put a new screw in. She came to the side of the counter and gave me the biggest hug then told me I made her day because those were her favourite pair. After that I processed the sale for the other customers, the daughter asked me to distract her mother so she could pay for both pairs which made her Mum so happy. Not only did they love their new pairs of Moschino and Rag & Bone sunnies but they also thanked me for helping them and being so kind. I farewelled them, telling them I hoped they enjoy their trip. They pop in now and again to have a browse and to say hello whenever they see that I am working which always makes me smile."

Team Sylvia Park's GREATNESS Stories

Olympia

"My greatness story started with a frustrated customer who came in not really sure what he was looking for – he had been to a few sunglass shops and hadn't found anything suitable, in both sunglasses and the service he was given. After the initial greeting he waved me off, probably sure that I would give him just as little help as everyone else. I re-approached him after a while asking if there was anything I could help him find, and he started off telling me that all he wanted was a polarised pair of glasses that wouldn't scratch easily and would last a long time, because he was going back to Singapore soon. At that time I had recently returned from Singapore, and I told him how it was one of my two favourite Asian cities, and how my favourite part was the Gardens By The Bay, which he agreed were amazing. As for his sunglasses needs, I initially suggested Oakley, explaining the benefits of the PRIZM technology, but he didn't like the look of any of them. I moved him over to Serengeti, telling him how they were my favourite brand in the entire store because they were fully polarised, oleophobic, AND photochromic, and reputedly lasted upwards of ten years. He was very impressed, and, after trying on a few pairs, he decided on a pair of SE Tellaro, because their glass lenses would be much less likely to scratch than a polycarbonate counterpart.

As I was putting his sale through I asked him what brought him to New Zealand, and he said he was here on a business trip, but that he was enjoying it a lot. He asked if I was returning to Singapore soon, and I said not in the near future but I definitely would be back. He then gave me his business card and told me next time my family and I are in Singapore he would be happy to show us around.

I think it's important to remember to build rapport with customers because you never know who you will meet, and, in this case, my family and I may have gained a local guide next time we're in Singapore!"

Drashti

"So, one afternoon I got back from my break and I saw a lady (in her early 40's) trying Gucci glasses and I complimented her naturally that she really suited those glasses, she got very happy with that. She walked closer to talk to me and said she had a pair of Gucci glasses but after buying them she didn't feel happy with them and gave them to her daughter. She added that lately she is buying stuff and doesn't like it anymore. I said well I have a similar habit as well and I always do the same thing. She felt so connected with me and started sharing her personal emotions and said she thinks she isn't feeling happy with her self lately and maybe that can be the reason for her this behaviour. To make her feel better I said hey lets put it this way, we are ambitious and always look for the better than what we have. She was so happy after hearing that. She continued talking to me about how stressed she is with her work and how she can't relax because she always feel obliged to help people in need as she works as a midwife. She tried couple of more CD glasses but I gave her my honest opinion that the Gucci pair looked the best on her and she said that she loved how honestly i answered and described the reason so well.

She asked me what I wanted to choose as my career and complimented me that I will be able to make a very good teacher. Before leaving she confessed that she felt so good talking and meeting me. It made her happy and relived to see someone with similar personality like her. She said she will come back to get those glasses and to see me again.

It made me feel good to know that, someone felt happy and relieved by talking to me and I also realised that simple honest conversation with someone can just make them feel so much better with themselves."

Team Sylvia Park's GREATNESS Stories

Beeh

"There have been a lot of greatness stories while working here but the latest one would be when a guy came into the store with glasses that he wanted to get repaired.

The only thing wrong with them was that they were majorly unaligned and one of the screws had come out for the arm but just needed tightening. He asked if we could fix them and we said yeah we can tryyy, if I'm being honest we didn't know if we actually could've looking at how unaligned they were!

Took about ten minutes to use the heat machine and realign them and tighten the screw. He was so surprised when he saw them after we realigned and tightened the screw and above that he got so extremely happy that there was no charge. He asked if we were sure 4 times and then he said thank you so much and left.

Around 10 minutes later he walked in with a white box and goes this is for you. When we asked him what it was he said its just a way of me saying thank you for how lovely you girls were. Inside were two mini caramel and chocolate cakes one for Vini and one for me from The butlers chocolate café around the corner from us. He told us that we had made his day and wanted to say thank you, little did he know that he had made our day too."

Kat

"One of the things I enjoy most about this job is that it enables me to interact with people from different age groups, in particular children.

My greatness story begins with a mother and two kids. I think we all know how hectic it can get when parents bring their children into the store and this occurrence was no different. The mum was trying to find a new pair of glasses for herself after being given gift vouchers for her birthday. She already had an idea of what she wanted- polarised, round frame with dark lenses- and let me know. I suggested glasses to her from crew, polaroid and a couple from rag n bone. However, she was visibly struggling to really focus on her options due to having to keep her children close to her and away from touching the glasses. As I noticed this, I started talking to the children instead, asked them simple questions and played hand games. It took the kids' attention away from their mum and the glasses and allowed the mum to do her own thing.

At the end of it she picked a pair of polaroids. We had the usual small talk at the counter but what was really nice was how she thanked me for 'taking care' of her children. This was greatness to me because not only do I enjoy interacting with customers' children anyways, but I was able to give my customer a less stressful experience in store and an opportunity to actually find the glasses she wanted."

Team Palmerston North's GREATNESS Stories

Sokly

"My greatness story would have to be a while back when I was on a break from work I decided I would go and see my friend Judy who was working as the 2ic at Portmans, I got there and found that she was busy with customers so I looked around the store and naturally tidied up the racks of clothes (Haha OCD much?) While I was there I had a lady come up to me and asked for my help to which I then asked her what she was after and the occasion it was for.

She told me it was for a wedding and she was the mother of the groom and wanted to look nice for it. So I showed her a few style of dresses that I thought would look really nice on her and lead her to the dressing room, She came out and showed me each dress to which I gave her feedback on how it looked, once we had narrow it down to one I had also picked out a cropped jacket for her that would go beautifully with the dress as well I advised her on what type of style shoes would look nice with it to which she told me she had a pair at home. Altogether the outfit cost over \$300, She was super happy with her purchase!

I took it to the counter for my friend to put the sale through the lady looked at my friend and told her to make sure to put the sale under me, seeing the confused look on my friend she looked back at me and realised I had a different lanyard on and didn't work there. She was surprised since she had thought I worked there and felt bad that she had taken up my time, I told her I was happy to help and was glad she found an outfit for the wedding. She thanked me and left, my friend and I were still in the shop chatting when she came back in and handed me a mall voucher she told me I deserved a commission for taking the time to help her in a shop I didn't work at. I thanked her and said she didn't have to, she gave me a hug and said it was the best service she had ever had and that there should be more people like me around who are genuine in helping others."

Freya

"Greatness can come in many different forms, from the smallest acts of kindness and service that make your day to times when people have gone above and beyond to meet your needs. Every customer will have a different understanding or expectation of what good service is, however, I feel one of the main aspects of good customer service is to simply listen to their needs and to do your best to fulfil them.

I encountered greatness when I went out for coffee at my favourite cafe. I walked up to the counter to place my order, a flat white with soy milk, only to be told by the staff member that they had run out of soy milk. Disappointed, I went to change my order to a juice but the staff member interrupted me and said if I waited 5 minutes she would quickly run to the supermarket and get some milk for me.

I told her that she didn't have to do that but she said she was happy to do so. A few moments later she returned and made my coffee and I walked out with a big smile on my face.

To me, this was greatness. The staff member went out of her way to meet my needs and made sure that she had given the best service possible."

Team Palmerston North's GREATNESS Stories

Charlotte

"The Greatness story that comes to mind for me would have to be when I had a male customer in a few weeks ago, I had served him previously a few days after boxing day he would always come in and look around but would never try on or buy anything.

The first time he came in he looked at the Oakley Drop Points but because he wanted to get them changed to prescription he wasn't too keen to spend the money. I served him about 3 or 4 more times after that but he still wouldn't try anything on just look.

The final time he came in we chatted for a bit he was in for probably about an hour and I finally got him to try on some sunglasses, he informed me that he had just got contacts so didn't have to worry about the extra costs with prescription and was going away on a fishing trip so was needing some polarised lenses he was loving the polarised Adidas sunglasses and decided to go with them.

He thanked me for being so patient with him and complimented on how helpful I was that I had made him feel comfortable enough to try on sunglasses."

Karla

"My encounter with greatness happened within our very own Sunglass Style store.

An older fella had come into the store looking for sunglasses around November last year, but had no idea where to start. As it was a quiet day, both myself and Sokly (store manager) were able to help him fulfil his needs. As he was heading away for the weekend in Taupo, where he would be going out on his boat, he was therefore after something polarised.

We started with the dirty dogs as he preferred the price tag however, a pair of Bolle had caught his eye. Upon trying these on, he fell in love with the quality of lenses which lead us to giving him a similar pair of Serengeti's where not only did they fit better but he was genuinely amazed by the enhanced detail from the lenses. As a team, we had found his perfect pair as he had trusted our female opinion that they would in fact get his wife's approval.

Following that weekend, he had come in again this time bearing treats !! Not only was he stunned by his new shades but his wife was so in love with them as well that she'd insisted he'd bring us some of her homemade muffins to show their appreciation for the time and patience we had in selecting the correct pair."

Team Lambton Quay's GREATNESS Stories

Samson

"To me, greatness is the ability to focus on the small details that create a better shopping experience for customers. It is the ability to help offer solutions and advice to customers so that they walk away feeling great with their experience.

One of the most exhilarating customer experiences that happened to me at Sunglass Style occurred in Summer 2018 when Sadia and I were working together. We all know that summer is a busy period for us so it is normal to serve multiple customers in store. One day I was serving this couple who were looking at Serengeti's along with a couple other customers in store. We got talking and they were telling about all the places that they had visited before NZ and made me a lil jealous.

I showed them a couple styles and explained to them that they were the highest quality sunglasses in store with photochromic, glass and polarised lenses to help with better clarity and perception. I let them try on a few styles and went to serve other customers but made sure to always come back and critique them on the styles that they were trying on. I kept on giving feedback on what looked good and what didn't and it seemed like they really appreciated it as they were happy that I was helping them while also serving other customers.

After about 20 minutes, we both decided on the right pair for guy but because they were so happy with my customer experience the wife got a pair too! While we were processing the sale, he had complimented me and called me a 'tank at customer service' as he was grateful for my help.

He also commented that with my customer service skills, that I must be the store manager haha. I was shocked at this comment and Sadia was as well and I said no, and pointed at Sadia and said she is. He seemed surprised by this as he was sure I was the manager based off of my help and experience."

Alex

"My greatness story is dedicated to the team I am apart of at Sunglass Style LQ, with special recognition and thanks to Aaron and Samson for really taking on initiative and leadership when we didn't have a manager.

They really kept us organized and on top of things that needed to be done, without them we would have struggled a whole lot more.

Also, a shout out to Karen and Marco, since starting back at this job this year I've come to get to know and grow closer with these 2 and have appreciated having them as team mates but also as friends. Same with Aaron and Samson but they've always been bloody great friends.

Some of my favorite memories in Sunglass Style have included the many jokes and chats shared amongst the team members, despite not having a manager we have all grown closer and gained some good friendships/experience out of it."

Team Lambton Quay's GREATNESS Stories

Aaron

"My greatness story is being able to keep an awesome relationship with our team, as we have become very close and enjoy each other's company when we work together.

Also seeing every team member grow and becoming more confident in themselves when it comes to figuring things out by themselves rather than always having to call me or Samson for help.

Last week I had a lady from 880 productions which is the studio that are making the next Avatar movie here in NZ, come in and buy 13 pairs of glasses for the actors and we ended up making \$1500 in one sale, which was our store target made in one sale!

Be on the look out for some of our crews, unity and polaroid's in the when the movie comes out lol."

Karen

"As some of you might know, running a store without a manager could be difficult sometimes. BUT when you have a staff like Lambton Quay it makes the situation a piece of cake!

I found greatness in my team at Lambton Quay! We have all picked up shifts and rolls that we don't usually do to make sure the store is always running as smoothly as possible. If I am not sure of what to do, I know that anyone is always happy to help and patiently walk me through things even if they aren't working on that day.

I remember a particular situation where I had taken Samsons shift, which is a day I don't usually work. The night before my shift Samson had messaged me to let me know I had to change up the front cabinet displays and vinyl's. Even though this job wasn't difficult I still got anxious because I didn't want to mess it up, especially because I had never done it before.

Luckily, I had Samson to give me some positive words of encouragement and let me know that I was a great retail assistant and I was capable of doing a wonderful job. To top it off he made sure that he came in in that morning before he headed to classes just in case I needed help and double check everything was correct, he looked at the cabinet and told me I did an awesome job. And even though it was his day off he also did the banking as I didn't know how to do it.

It makes me feel good knowing I have such a hardworking, encouraging and supportive team and I think that's what true greatness is. Greatness is helping people in small ways to create a big difference."