

Team Tauranga Crossing's GREATNESS Stories

Liz

"A customer called in, looking for a pair of Prada sunglasses that she had tried on in one of our stores.

She was not 100% on what the colour code was for them at the time so I did some investigating, looking through several websites. A few emails back and forward we found the colour she wanted. Because we did not stock Prada in Bayfair, I searched through our stock levels and made a few phone calls, and found a pair for her.

She lived in a small rural town where none of our stores were nearby, so I arranged her to do a CNP and have the glasses sent directly to her.

I soon followed up a few days later to make sure they were exactly the sunglasses she was after. She was so grateful and happy to get the glasses she was looking for. Greatness to me, is about going that extra mile for a customer."

Sam

"One day during Summer of 2018 I had this customer come in store when I was working in the Bayfair Sunglass Style. He was a shy type of guy. I could tell as he was a little nervous and that he was the type of customer who wanted to be left alone.

I got chatting to him and talked about his day and this seemed to open him up a little. He was very quick and short with all his answers and wasn't giving me much to work with. Soon he eventually started to open up and started to talk to me.

I asked him questions about what style he was looking for and he had no idea on what he wanted but he said he wanted to roughly spend under \$100. So, I helped him out and he tried on many different styles from all the brands and we spent a good hour and half together and we found the perfect pair for him.

He ended up getting 2 pairs as the ones we found he loved so much and couldn't decide on one so he got both! And ended up spending over \$400!

He was so grateful for my help that came back to the store and had brought me a card that said thank you for all my help and he had gone to Pascoe's and brought me some lovely silver hoop earrings!

He was so lovely about it and his wife come in to say thank you as well. I felt so blessed that day that my customer service had made this customer feel special and happy with his purchase that he went out of this way to get me a gift!

I wore the earrings the next day and he came back to say another thank you and that his wife wants to get a pair of Sunglasses as well. He seemed very happy when he saw me wearing the earrings that he had got me. I've seen him a few more times walk past the store and flick me a wave and smile.

So, greatness to me is having great customer service to your customers as it can go a long way in making someone's day. They might even show their appreciation by buying you a gift and bringing back their friends/family members to buy some sunglasses also!"

Lily

"When working at Adair's in the Bayfair mall we would get people from all over come in to purchase linen while they have their stay in NZ and there was just one American couple that I will never forget!!

We had gotten talking about what they had been doing and what had brought them all the way too little NZ. They were traveling the world on their sailing boat!! During the time they were showing me photos of the beautiful places they had been as well as hearing about their future plans on where to next, her hand bag caught my eye. To the point that I actually had to interrupt and ask where she got it from?! I was bummed but 'wowed' at the same time when she said she made it herself! It was too bad id never be able to get my hands on one of those bad boys though!!

A couple weeks went by and in they walked but this time holding something wrapped in Christmas paper (Bare in mind it was like July at this point- boat life ha-ha).

The beautiful couple had spent the last few weeks making me the same bag but out of one of their old second hand sails! It was so beautiful; I truly had no words!

It's the people like that, that make me appreciate what I do and the time you do put into helping people to your best potential. You truly never know when it is going to come back around and work in your favour."

Jess

"My greatness was working with a customer who had something that caused him to uncontrollably shake, and made walking extremely hard for him. He was so distressed, flustered and kept saying how he was embarrassed as he tried to find and try on glasses. I asked him heaps of questions around what he wanted them for, what colours he liked and what styles or brands he wanted to go for and we managed to narrow it down to Dirty Dogs. I found the style he liked and he tried to bring them up to his face to try on but his shaking was extremely bad, so I offered to help. We went through a few styles and managed to find the perfect pair and fit. He was so relieved and thankful; it really made my day and he always came in to get his glasses cleaned and brought a few more pairs and was awesome to see the confidence building in him every time he came back. This was greatness for me, as a nearly qualified Social Worker I work with a range of different people and it was cool to be able to assist someone in doing something that clearly distressed them, and in the end made them feel very empowered."

Team St Lukes GREATNESS Stories

Larissa

"To me, working in retail was always more than just selling, achieving targets and KPIs. It's about the connections you build, the people you help and the great stories you discover. As a journalist, I am passionate about people's stories, their peculiar details and working in customer service makes it possible to bump into amazing human beings. Peter, or "Pretty P" as he likes to be called, embodies this perfectly. He shows up at least once, sometimes twice a day when the store is not busy. Pretty P always done a pretty bow atop his head, sometimes two and in a great mood no matter what. We met during my first week as manager.

As I worked alone he approached me asking for help with his prescription glasses. It was the simplest repair, a single screw that needed to be tightened. At this moment he noticed that I too was sporting a bow that day. It just so happened to be the only one I owned. As I fixed his glasses, we delved into the topic of bows and although he wasn't wearing one that day, he told me about his passion for them. From that day forward I knew I had made my first friend here at St Lukes Mall. Every time he sees me in the store he comes in and says hi and we have a quick chat about the weather. Otherwise he shows me pictures of new additions to his bow collection. Peter has never bought anything from the store, but I know my day is going to be awesome as I head into it, inspired and ready to smash my targets after his visits. His happiness and energy are so contagious that it makes me feel prepared for anything. Even knowing that we aren't close and he may not even consider me a friend, this simple gesture of coming by every week to share his glow and sincere smile makes my day each and every time. After all, that's what stories of greatness are about. Small but significant acts that can change someone else's day or world for the better."

Rahisha

"I had a customer that came in to buy a pair of ray-bans but he did not have enough money. However, he came in the following week and he had made sure that I was working on that specific time and day so he can buy them off me because he said he wanted to help me raise my target. I thought that was so sweet. He got two pair of sunglasses. One for himself and his girlfriend."

Sai

"I used to work at a liquor store in Hobsonville as a Duty Manager and we would often have customers come in and out a lot because it was quite busy! I had this one customer come in and she explained to me that she has SMA which is a medical condition in which the nerves in your spine start to deteriorate eventually causing some parts of her body to be paralysed. I noticed that she was having trouble with her shopping for the day and came into her need and helped her pick the right wine, also helped her out of the store into the car park and helped her get into her car. Made me feel very special because she looked very pleased and happy when I came to her need to help her as she mentioned it was quite difficult for her! She complimented me and said that I had made her day when in fact she had made mine being so happy and cheerful despite the condition that she's in!"

Kaitlyn

"I had a customer in this week who had two kids with her, she had asked if our store sold kids glasses which I told her we didn't but the smaller glasses might fit her kids faces so the kids tried on glasses and one of them kept saying "perfect" to everyone he tried on and it made my day seeing these two little kids try on these huge glasses and thinking they were perfect."

Team St Lukes GREATNESS Stories

Jazz

"An experience that really inspired me, involves helping a lady out on finding the right pair for her trip overseas. She was browsing through the 2 for \$30 range, unsure of what she liked the most and the pairs that suited her best. After a copious amount of time of giving her advice, she chose a Black Aviator and a Havana Clubmaster. While it could just be any other customer going on holiday, it was a very inspiring and humbling moment for me, as I found out that she was representing the Samoan National Women's Volleyball Team in the Islands this weekend. Aside from her talent and greatness in the sport, she embodied humility and strength. During the time I helped her, she welcomed my suggestions wholeheartedly as well as give personal advice that was something along the lines of, "working hard amidst hardships to reap the fruits of your labour later on". I'm hopeful that those sunnies she chose with me will bring her luck for her upcoming competition."

Abbey

"One of my favourite experiences is when I helped out a young woman who's glasses recently were stolen. I didn't think much of it as we were just trying to find the exact replica of her old ones. She was very stern and precise of what she wanted and everything had to be exactly the same. I was taken off guard for a moment as I wasn't used to having a customer like that before. I pulled out a pair of LADYDIORS Black to show her and she just froze. The look in her eyes is something I can't describe or ever forget. She broke down crying and hugged me. She explained that these were her mother's favourite glasses, she wore them everywhere! A few months back her mother passed away and they were the only thing she had of hers so it was very sentimental. I never thought I'd experience something like this in retail but it's a heart-warming feeling to have shared that special moment with her knowing she will remember it for the rest of her life. As will I."

Paris

"About 2-3 weeks ago I had probably my greatest experience working in customer service.

I had a husband and wife come in after a pair of sunnies each since their one's just aren't protecting their eyes enough for their comfort out on the water as they go on the boat a lot. I recommended them to both get a pair of polarised unity's (as they didn't have the biggest budget after a shopping spree in Nike!) I recommended these for a few reasons, 1. Being their budget, 2. Because of their issues with normal UV protection sunglasses I thought a pair of polarised glasses would be better suited, 3. Since for these we have a 2 for \$40.00 deal (rather than \$25 each) so this deal works out well for a couple such as themselves. The husband was in a wheel chair after having a stroke only a 6 months ago so his wife and I were helping him by putting them sunglasses on him and he loved a pair wrap arounds that I had chosen. It was then time for the wife to choose a pair but unfortunately she didn't like any pairs on the shop floor. I then went to the back as we had received stock replen and pulled out the new styles of polarised unity's we received that weren't out yet since only just receiving them. She absolutely loved a pair of cat eye glasses and expressed that she was really happy and pleased that I had gone "all the way out back just to help" her.

I then received a call a few days after this from her and she had said they tried them out on the boat and they were SO much better than their other pairs and wanted to say thank you to me and said she had left a review for Sunglass Style Onehunga because she was so happy with our service here. I felt really good after selling them the sunglasses but then to also receive a call from them a few days after to thank me, to tell me they left a 5 star review and let me know that the glasses were perfect...was so lovely and I felt great for helping these two out in finding a great pair of sunnies each."

Simran

"Around seven months ago, this lovely elderly lady came in and was after a pair of sunglasses that can protect her sensitive eyes since she just went through an eye operation, without further or do I recommended her Serengeti right away. She tried on a few styles and was pleased with the brand, I also mentioned how Serengeti is different than other brands in the store specifically highlighting the fact that they have photochromic lenses. She ended up buying a sepia coloured pair and was extremely happy with the outcome."