

Team Te Rapa's GREATNESS Stories

Brent

"Greatness comes in many forms but one form of greatness that really comes to mind is a few weeks ago my little Toyota Starlet had an issue with the brake lights and we all know mechanics can be pretty busy people which makes it hard at times to get immediate work done if needed. Anyway once I figured out there was an issue with my car I managed to call the mechanics (Hillcrest Autos), book the car in the same day and have the necessary work done FREE OF CHARGE. I was totally gobsmacked that I actually received something for free, in such a timely matter, with a friendly smile and great service. I will now never go anywhere else for mechanical work purely because these guys went above and beyond to give me exactly what I needed!"

Sarah

"A moment of greatness I experienced was when I went to get my second tattoo, she was an apprentice which always makes one a little apprehensive when looking at getting something inked on your body for life. Anyway I had done my homework and really liked the pieces that she had done so far. Upon arriving I was made to feel right at home the entire time and although the artist was an 'apprentice', there was nothing about the way she composed herself or the way she performed her work that was mediocre. This in itself is a form of greatness, someone without years of experience who can make you feel so comfortable at a potentially scary time."

Dayna

"A moment of greatness I've experienced recently is when I went to purchase a pair of Docs, I had these in my mind and was already sold on these. I walked into a store that sold them and was ignored pretty much the whole time, once I went to Platypus the team there were super friendly and were able to go into detail the difference between vegan and real leather among other differences between the DR. Martin range. It may sound like pretty standard service to some of us but to how polarising the experience was between the two different companies it was hard to ignore how great Platypus was when compared to the first store I went into."

Charmaine

"A moment of greatness that I have recently experienced as a customer was when I went shopping in The Base, Te Awa and was looking for a gift for my mother for her birthday. The shop assistant in this particular jewellery store went to great lengths to get an idea of who my mother was, what our relationship is like and what her personal style is. When she showed me a few items I was impressed how much they complimented my mother's taste in jewellery. I especially appreciated how the employee stuck within my set budget. In the end, I walked away as a satisfied customer, impressed by the employees' dedication to satisfy my criteria and implement themselves into my shoes to come up with the perfect gift."

Team Bayfair's GREATNESS Stories

Faith

"What is greatness, this question often gets put out there for people who don't quite understand as it can mean so many things. To me, greatness is all about the little things that can make a huge impact on someone. It can be anything as little as putting a smile on their face or just making conversation. These sort of things can make a huge impact on people, especially in the retail industry, where we are making sure the customer is happy and satisfied. Including doing little things to make their experience even more enjoyable as we don't know what kind of day they're having and it could make an impact on them, making the customer wanting to come back for the same experience.

This is my story, I didn't personally experience it but I was with my sister and I was thrilled for the outcome of what this lady had done for her. As my sister returned from London, she had her wedding dress with her as she was about to get married in the coming months of her wedding date. She needed alterations as many of us brides need with our wedding dress, but little did she know that there needed to be massive changes. We drove up to Auckland to go to this wedding dress maker, as many of her friends had been to this place and absolutely raved about it. We went in with the dress that she had purchased, put it on and there were no words, the dress itself didn't fit in the right places. It was a disaster, obviously didn't want to say it as it wasn't long till the wedding itself. So we were in panic mode. The lady was very honest and said this dress wasn't made for my sister's body type and that the lady that she had bought it from, in London, just wanted a quick sale. As you could imagine my sister was devastated and even angrier that someone would just sell her something that didn't go with her body. So the dressmaker from Auckland gave us two choices, to completely redesign the top half of the dress, (as that's where it wasn't fitting properly) or to buy a new dress, and to buy a new dress just wasn't an option. So we went with her opinion as she was the dressmaker and some of her dresses were stunning. She took her measurements and offered her a glass of champers as my sister was in tears and even more so for me as I was the only one with her to experience this with. She went through what she was going to do but didn't quite realise that there was a time limit as my sister was getting married in a month's time from this consultation. So she was a little terrified to take this on as there was so much to be done. We left the dress with her after she said to leave it with her and we drove back after three weeks, with anticipation we were nervous to go back as we had no idea what the dress was going to look like, or even fit. You could imagine how we were feeling as this was our only option. We went in and they brought out the dress and she had it on and wow!! It was a whole new dress and my sister was thrilled, the lady who was at our consultation had put her other projects on hold to work solely on my sister's wedding dress!! We couldn't believe the outcome she looked stunning and the lady did an amazing job, she even had the champers waiting for us after this amazing outcome, we couldn't believe it. So That's my story, the smallest to the biggest things can change someone's day or even dress in my sister case, but I couldn't believe how someone could make such a huge difference and with her talents really made my sister feel more at ease and happy. To some, doing big things can be stressful but the outcome for someone can be amazing, doesn't have to be as it can be the smallest of things as well."

Paige

"I had this customer come in, I could tell straight away he was someone who liked to be left alone, I yapped away anyway to get him talking. I had somewhat known him from years ago but we were never close. He was very shy and kept to himself, after a while my natural conversation flowed for him and he came out of his shell and started talking to me, turns out he's a very talkative lad once he's comfortable I asked him what brought him into the store and if I could help him find a perfect pair of sunglasses for him.. He explained he was going to a festival this year and wanted something to make him stand out, something high end. I showed him a pair of Gucci's and he fell in love straight away, I tried showing him other styles from brands but he was dead set on the Gucci's, so he then tried on nearly every pair of Gucci's we had (wouldn't you though haha) he strutted around the store and I even joined in. After this I asked him what he does for a living and he said he does a lot of driving, I started showing him some polarized sunglasses and he had no idea what they were so I gave him as much info as I could on them, he ended up not only getting the Gucci's but a pair of Revos too!! He was super grateful towards me for taking the time, getting him out of his shell and really being attentive towards him, he admitted he likes to be left alone when he shops but

he was thankful I didn't just leave him to it, He left the store in a happy vibrant mood and I just thought yesssss!!!! I did that, I did little things for him that made him feel some sort of way, lifted his mood and he had fun in our store. Since that day I often see him in the mall, he smiles and stops for a quick yarn. He has also come back into the store recently to purchase more Gucci sunglasses, Man of style. Taking that time to help someone who may have had a bad day or just needed someone to show them kindness, getting someone out of their shell and just being themselves. I love retail for this reason, every day we are given the opportunity to help people feel good about themselves and that makes me feel great! Knowing I've made an impact on someone's day even if it was something so little. You never know when someone needs that little something. Change the world, one small act of kindness at a time. It always adds up, and that to me is greatness."

Finn

"People are under the illusion that greatness is one major encounter. Greatness isn't one thing that can be done. But an effort to do the little things right that add up.

Throughout my brief time working here I haven't had too many experiences that stand out. But the one I do have is rather interesting and defines the true meaning of greatness. On a busy Sunday I was working alone when an elderly man came in asking for a pair of Oakley's. I showed him our selection and he was very hesitant as the technology was very new to him. The Prizm lens combined with an O-Matter frame was all too much for the man. But he was eager to learn. I spent over an hour and a half talking to the man answering every question he had. Looked prices up on pretty much every pair we have. In the end he settled for a pair of Holbrook's. Upon paying, the man looked me in the eye and said "Thank you for your time, a lot of people would've given up on an old man like me". After a firm handshake he departed the shop. I tried my best to give him the best experience possible. He has since brought his son in and he has purchased Oakley's from me as well. He makes a conscious effort to go through me as he feels comfortable around me. He shows loyalty to me as I simply gave him my time. I don't have a big story where I sold 40 pairs of glasses in one go or served the queen. But I made a relationship with a customer who recognized and appreciated the small things. My time, my patience and my accommodating nature. He still comes in and says hello when he's in Bayfair. Small things. Even outside of our sunglass world. Be great every day! Do your bit to put a smile on someone's face. To be great is to be kind, patient and understanding."

Team Tawa's GREATNESS Stories

What does greatness mean to us?

"Two words came up from all of us: Customers and Conversations.

Making sure customers have an outstanding first impression experience in our store so they want to return for the same experience.

We strive to do this by making sure the customer leaves happy, weather it be from having an awesome conversation with us, leaving with a purchase or us just going the extra mile to make sure we have satisfied their needs (such as making a quick google search to have a visual of the glass the customer is looking at or calling another store to see if they have stock)."

Lana

"Greatness to me is when I can turn a grumpy customer into a happy one.

My most recent example of this that has stuck with me is related to a warranty.

The customer came instore with a minor defect on his glasses, he expected them to be replaced on the spot instore. The customer was angry and aggressive. This came across in his choice of words and body language.

I first explained to the customer I cannot replace the glasses instore, proceeding to explain our warranty process.

The customer was becoming increasingly angry at this stage. I looked up the customer and found his receipt, I began to explain to the customer that unfortunately his glasses were just outside their one year warranty (I was incorrect, they had a 2 year warranty). I advised that I would be more than happy to take photos and send the to the supplier and see what they said. He agreed.

I consulted with another store as to how I should handle the customer moving forward, she pointed out he had a 2 year warranty and I could handle it as a warranty like normal.

I decided that keeping the customer updated with every step was going to be important.

My first call was to apologise. The customer said he was grateful for the apology. I believe this was the first step in the right direction.

Moving forward everytime I got an update on the glasses so did the customer. Warranty approved, tracking the glasses, even when the glasses were delayed in reaching us meaning they were late getting here.

With every call the customer became a little happier. When the customer came and collected the replacement glasses the customer was happy. He was using manners, had happy body language and praised me for having great customer service."

Renae

"I always get great customer service from Reduce to clear in Porirua. The ladies always say Hi and have a chat with you asking how your day is."

Claire

"When I was shopping at Cotton On one time and I had bought a dress for a costume. When I had gone to rehearsal the dress wasn't the right size but I had lost the receipt. Anyway, I went to the store to hopefully return and exchange the dress, I luckily kept the tags on in case it didn't fit. I gave it to the saleslady and asked if I could exchange it for a size up but explained I had lost the receipt. She said it was no worries as I had a perks card so I was on the system and also claimed that the dress I had bought was faulty before I bought it, so not only did she exchange my dress but I got a free headband! Definitely helped me out a lot and was super lovely about the whole situation!"

Marco

"I try my best showing great customer service by trying to have a good conversation with every customer that walks in. I try making my conversation personal so instead of asking something really broad like how their day has been I'd compliment their bag/shoes if I recognise the designer. People love this because it then leads to conversation about that designer and if we happen to stock the brand this is quite an easy sale. This happens quite often with Kate Spade bags as we always have a few of her sunnies."

Team Albany's GREATNESS Stories

Jessie/Team

"Okay so our story is from a while back but I'll never forget it, an elderly Chinese gentleman came into store back in October/November when me and one of the girls were working in Queen St. We greeted him, which he ignored. Tried to make conversation with him several times, which he also ignored. At first we just thought he was grumpy. But it was a sunny day, we were in great moods, we were not giving up!!

He was looking around for the longest time ever, and was lingering about at Rayban and Bolle. We asked if he wanted to try them on, and he did but he wasn't quite sold on the prices. We were getting the impression he wasn't going to buy them because he was giving short answers and looking at us funny when we were explaining the brands to him. Even so, we soldiered on and still gave him our top customer service and smiles! With some intense social conversation attempts he finally opened up.

He told us he just moved here from China and didn't speak English very well. He was telling us how long he'd been here and we asked him if he was liking New Zealand, he said he was but he was here on his own. (Broke my heart!!!!) He then said he wanted to buy the two pairs he was trying. We were cleaning the glasses checking for marks when he asked if he could clean and check it too, so I asked if he wanted to use the cloth and he looked confused and said "cloth?" I replied, "yea like the cleaning cloth!" And held it out for him. He pointed at his shirt and said "cloth?" I answered, "no that's your clothes – like a plural." He asked the what the difference was and we tried to explain the difference which was actually kind of hard (English language is so confusing sometimes?!). He then began writing down words that he didn't know and we would explain them to him the best we could, laughing along with him at how confusing the words were! He was in for quite a while asking us about English words when he finally asked if he could pay us to teach him English a few hours a week. We were against taking his money considering he was a customer and we weren't even trained in teaching English, but he said he wanted to learn English terms and phrases that people in New Zealand use all the time so he could talk with/meet people. It felt wrong taking his money but he left his details and said "even a few hours a week! I would love to learn English from you two." He even offered to come in and work at the store cleaning in exchange for lessons! We told him to just pop in to the store again sometime instead and we will chat to him in English. He thanked us immensely and left with his glasses, he really appreciated the small lesson and service. He left with a big, big smile on his face which was the opposite of how he walked in.

He came in one more time after that that I remember and asked how I was, we had a conversation in English and I asked how his glasses were doing – he loved them ;). I taught him the difference between "watching" and "looking" and explained what "browsing" meant. He left again with a big ol' smile on his face saying, 'Thank you! Thank you!' and I'll truly never forget that experience, I couldn't imagine being in a foreign country by myself and not knowing how to communicate with anyone in shops or restaurants so it felt good to (kind of) help. He was so happy to learn them too, and to see him feel comfortable with us was just so cool!! It reminded me how amazing it is that we get to meet so many people in this company and go the extra mile to help in literally any way we can, even if it is with a few words."

Yousif

"For me greatness is all about happiness and making someone's day, no matter how big/small the gesture is. When I was in my second semester of uni, I was tutoring/helping out this student with her course work. I got chatting to her about NBA randomly and she asked if I could help her with some of her work when she needed it and that was no problem at all for me. Our degrees were similar and she seemed like a down to earth gal and genuinely had the drive to succeed. Fast forward to the end of the semester, she starts killing it and did so well that she got a scholarship for the next year. When she told me the news, I was so happy for her because her success (even though it was through her own hard work & passion) was also a reflection of my dedication. She was sort of like a mentee and seeing her succeed made me just as happy as she was. She was so thankful and said she wouldn't have been as successful without my help, which I found very humbling and really made my day. Anyways, very early on I mentioned how much I loved J. Cole's and on the day I finished my final exam, she surprised me with the NBA 2k video game as well as a J. Cole Dreamville hoodie which was so unexpected. It just goes to show how a small gesture can go a long way for another. Surrounding yourself with positive and driven people is always going to lead to great things and these small acts of kindness often lead to large bolts of happiness which as I mentioned earlier is my definition of greatness!"