

## Support Person of the Year Nomination – Rachel Ahearne (Kohler Mira)

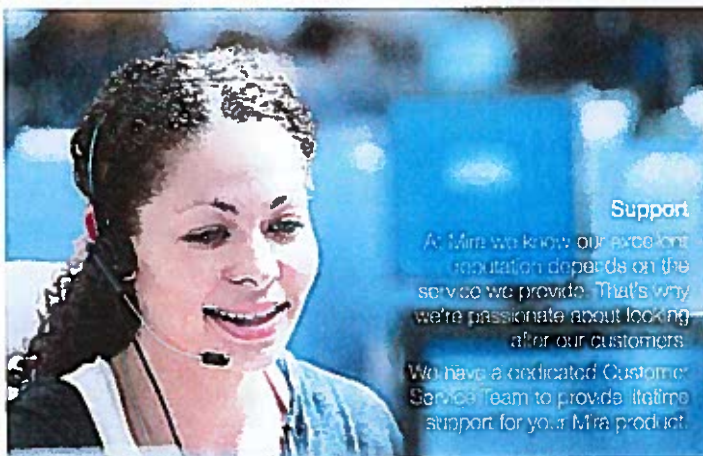
### Introduction

“People don't care how much you know until they know how much you care” – **Theodore Roosevelt**

It's true to say that a great many of the people who work in the Service Industry have a wealth of knowledge, be it technical, product or systems based. Being a Service Planner in Mira's newly formed Planning Team requires all of that knowledge plus the added requirement of being a supreme diplomat and friend to all. Rachel has great knowledge and she truly cares about her customers. Her role is unique within the department as she has to balance the needs of her external customers with those of the internal customers. Keeping everyone happy is what Rachel does and she does it very well.

### What makes Rachel Ahearne so special?

Rachel joined our company in 2002 as a Customer Service Representative working in our busy Contact Centre. She quickly became noticed as a talented operator and invariably came out top whenever operator performance was measured. She won many awards over the years and also became the 'face of Mira' on the service pages of our website.



In 2010 Rachel joined the Field Support Team providing admin support to our large team of Service Engineers. She quickly became a popular member of the team through her hard work and dedication.

Last year when Kohler Mira decided to make a major investment in mobile and scheduling technology, it gambled that the existing team of 4 Field Support Administrators would be able to make the transition to fully fledged Service Planners. This faith has been handsomely repaid and despite the fact that Rachel received minimal training and had no previous experience in a Planning role she developed quickly into the highly competent and skilled Service Planner she is today.

Rachel is the Service Planner for the Midland Region and compiles the work schedule and plans the routes for the 14 Service Engineers under her control. This job requires her to be the ultimate politician, balancing the needs of Mira's customers with those of the Engineer's she looks after. During the early days of the mobile and scheduling project when there were many teething problems, Rachel worked long hours putting together her daily plans and ensuring that during the difficult transition stage that service performance was not affected.

During this time Rachel was awarded a Bravo Award by our Managing Director Liz Hazeldene after being nominated by her Regional Service Manager:

*"You have been nominated you for all the work and extra effort during the introduction of the auto call booking system into the Midland Region. As a result of your commitment the number of issues with customers has been kept to a minimum, whilst a strong relationship with the Service Team has been built."* Liz Hazeldene Kohler Mira MD, 24 Nov 14

### So why Rachel Ahearne?

One of Rachel's great qualities is her charm and the easy way she communicates with people. However tired she's feeling or when working under huge pressure she always retains a smile in her voice and always gives a 100% whatever the situation. She is immensely popular with the Engineers in her region and they trust her implicitly to plan their work in the most efficient way. The amount of goodwill she has developed amongst the Engineer's enables her to influence behaviours in a positive way, which in turn reaps benefits whenever a favour is needed or an emergency arises.

*I would like to thank Rachel for all the help and support she has given the Midland Region during the transition from the manual planning system to the centralized automated system. While business change can sometimes be difficult and stressful, Rachel has provided a consistent and stable link between office and field operations. The positive internal relationships that have been built by Rachel during this period have allowed her to provide excellent service to our customers. Rachel is a great ambassador for the Mira brand who genuinely cares and shares this passion with both customers and colleagues.* Dale Johnson, Regional Service Manager – Midland Region

As Rachel's Manager I feel she thoroughly deserves an award, not only for her efforts over the last twelve months but for a career built over a decade dedicated to providing excellent customer service. She is a dream to manage and over the years I've actively sought her out to join my teams as I go by the adage that by surrounding yourself with the best people it makes the job of management so much easier.

Rachel's character is such that she never goes out of her way to seek plaudits or bask in the glory of a job well done. She is unassuming to the point of being shy, but this disguises a keen intellect and a steely determination to perform to the best of her ability. She is a true Brand Ambassador, not only for our Company, but for Customer Service Professionals from all over the South West. It's with great pleasure that I have the opportunity to nominate her for the award of Support Person of the Year.

### Rachel's Statement

*I feel incredibly honoured to be nominated for the SWCCF awards and am wholly surprised and a little uncomfortable to be under consideration for essentially going about my day job.*

*I have always set high expectations of myself and have pushed myself to exceed. However, I wouldn't ever consider myself worthy of praise above and beyond that of my colleagues. I concede that I am a poor self-publicist but in the main my professional modesty exists because I am team orientated and am driven by collective achievement rather than personal success.*

*The last 6 months at Kohler Mira have been more testing than any in my previous 12 years with the organisation but the fact that I am confidently able to state my worth, is, with all sincerity, a testament to my firm belief that I have delivered a valuable contribution to the success of the department.*

*With the scope and understanding of what service entails constantly evolving, I have met these challenges head on and have demonstrated an ability to adapt to the needs of our customers and organisation as they have arisen.*

*Learning on the job, defining our own job roles as part of a new team and teaching ourselves to work with new technologies have pushed me to excel this year and I feel a more confident and self-sufficient individual.*

*I couldn't be more proud of the work my colleagues and I have delivered and the level of service the planning department are providing both internally and externally.*