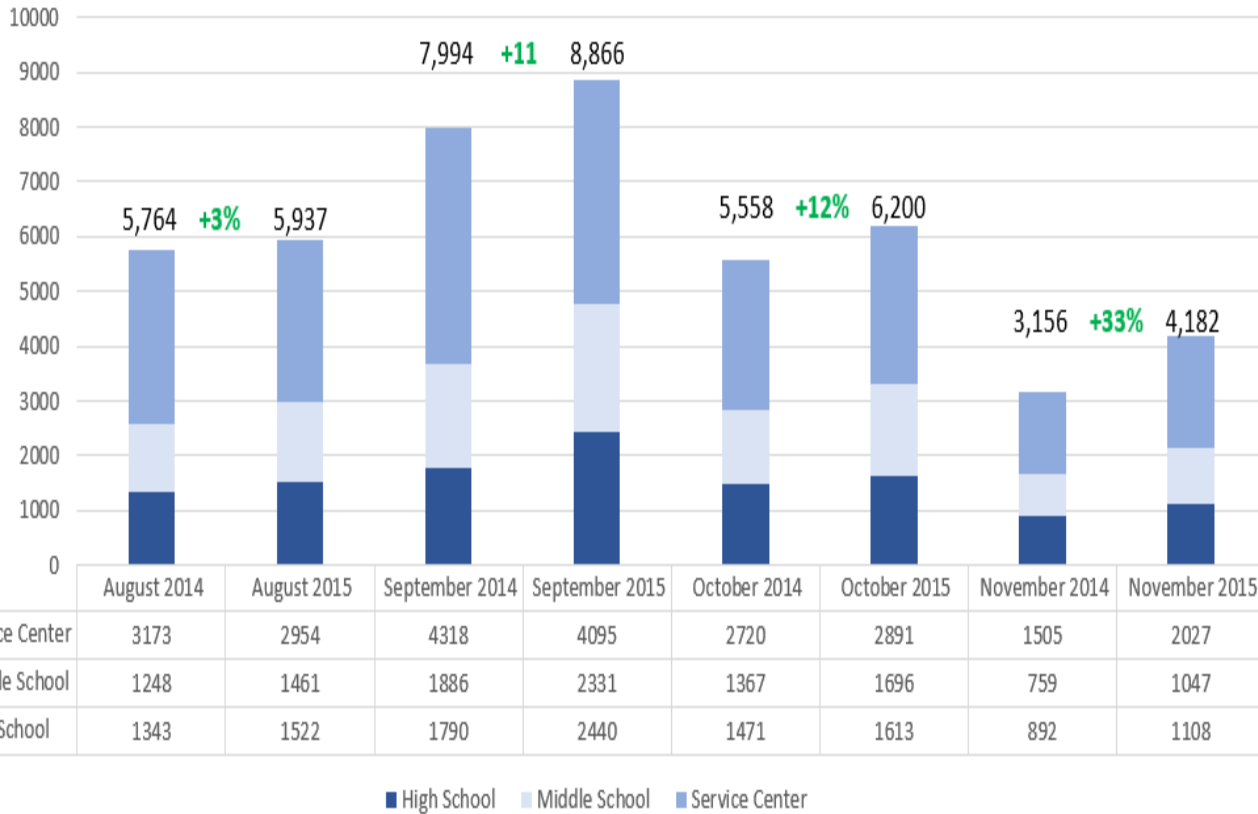




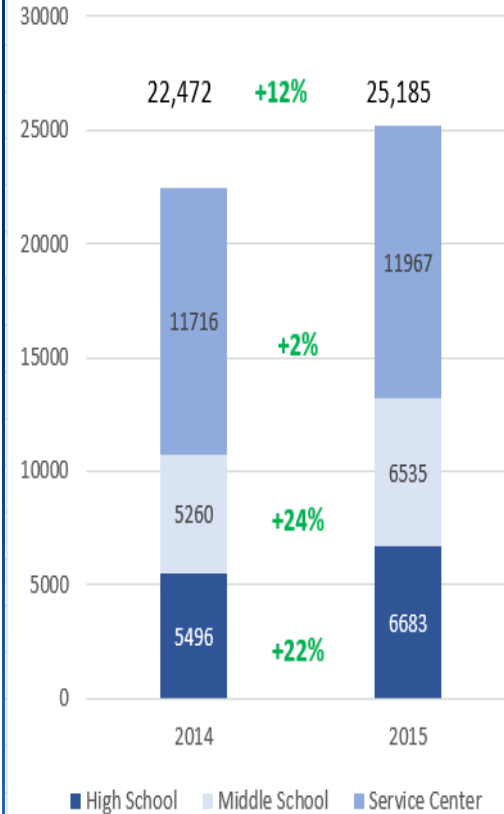
# Technicians' Closed Service Requests

## Yearly Comparison August – November, 2014-2015

Technician Closed Service Requests



Yearly Comparison



Evaluating the change in service request closures is essential to continuous improvement. Throughout the first four months of this school year, our Technicians have posted a 12% total increase in the number of closed service requests. The Middle School Technicians posted the largest increase of 24% between both years. Additional training opportunities have contributed to the increases shown above.

**Customer Care Center, Performance Excellence**

Posted by Jennifer Miller, Performance Excellence Manager

December 11, 2015



# Food Service Equipment Training

## NEW TRAINING CLASS

The Service Center will begin offering a new training in January to increase the support Technicians can provide to the campus Food Service Departments

### Food Service Equipment Training

Participants will discuss the components of the food service equipment, learn how to reimage a Point of Sale system, and learn the best way to troubleshoot common issues. Escalation provisioning will also be discussed.

Click [here](#) to login to the Learning Management System to register.



54398	: JANUARY 8, 2016 11:00 AM (54398)
54400	: JANUARY 8, 2016 1:00 PM (54400)
54402	: JANUARY 15, 2016 11:00 AM (54402)
54404	: JANUARY 15, 2016 1:00 PM (54404)
54405	: JANUARY 22, 2016 11:00 AM (54405)
54407	: JANUARY 22, 2016 1:00 PM (54407)
54408	: JANUARY 29, 2016 11:00 AM (54408)
54409	: JANUARY 29, 2016 1:00 PM (54409)
54410	: FEBRUARY 5, 2016 11:00 AM (54410)
54411	: FEBRUARY 5, 2016 1:00 PM (54411)
54412	: FEBRUARY 12, 2016 11:00 AM (54412)
54413	: FEBRUARY 12, 2016 1:00 PM (54413)



# Excellence in Action

Week of December 7 – December 11, 2015



## Clearly Outstanding Customer Service Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Mike Mattingly – 17</b>	<b>Brenda Willey – 12</b> Watkins	<b>Bradley Mulligan – 5</b> Cypress Ranch
<b>Demetria Hargrove – 14</b>	<b>Sandra Hoppe – 5</b> Hamilton	<b>Dencio Cabitac – 4</b> Cypress Lakes
	<b>Coni Schelnick – 5</b> Thornton	<b>Esmond DeSouza – 4</b> Cypress Creek
		<b>Stephen Hernandez – 4</b> Cypress Lakes
		<b>Gregory Mushen – 4</b> Cypress Lakes
		<b>Edward Quintanilha – 4</b> Cy-Fair
<b>108 Returned Surveys</b>	<b>42 Returned Surveys</b>	<b>38 Returned Surveys</b>
<b>188 Returned Excellent Surveys</b>		

How would you rate the service you received?



**Excellent**

Each team's Technicians receiving the two highest count of Excellent responses in the week's returned surveys.



# Excellence in Action

Week of December 7 – December 11, 2015



## Clearly Outstanding Service Request Support

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Demetria Hargrove – 69</b>	<b>Brenda Willey – 29</b> Watkins	<b>Edward Quintanilha – 25</b> Cy-Fair
<b>Mike Mattingly – 59</b>	<b>Sandra Hoppe – 25</b> Godson	<b>Brad Mulligan – 26</b> Cypress Ranch
<b>570 Service Requests</b>	<b>234 Service Requests</b>	<b>251 Service Requests</b>
<b>1055 Service Requests</b>		

**Way to Go!!**

**Your customers appreciate your support**

The two Technicians closing the most service requests during the week.



# Excellence in Action

Week of December 7 – December 11, 2015



## Student Focused – Every Student, Every Day

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
<b>Mike Mattingly</b> – 57 service requests average of 1.5 average days age	<b>June Hightower</b> – Kahla 18 service requests 1.5 average days age	<b>Juan Cantu</b> – Cy Falls 14 service requests 1.5 average days age
<b>Demetria Hargrove</b> – 50 service requests 1.6 average days age	<b>Sandra Hoppe</b> – Hamilton 15 service requests 1.3 average days age	<b>Gregory Mushen</b> – Cy Creek 8 service requests 1.3 average days age
	Brenda Willey – Watkins 27 service requests 1.9 average days age	
<b>441 service requests</b> <b>2.2 days average days age</b>	<b>185 service requests</b> <b>2.5 average days age</b>	<b>188 service requests</b> <b>2.4 average days age</b>
<b>814 service requests average age 2.3 days</b>		

The two Technicians from each team with the combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests.



# Excellence in Action

Week of December 7 – December 11, 2015



## Clearly Outstanding Service Technicians

Service Center Service Technicians	Middle School Campus Technicians	High School Campus Technicians
Demetria Hargrove	Brenda Willey – Watkins	Edward Quintanilha – Cy-Fair
Mike Mattingly	Kelssem Quintal – Dean	Esmond DeSouza – Cypress Creek

**“The greatest technology tool in the world hasn’t replaced the ultimate relationship building tool between a customer and a business; the human touch. - Shep Hyken**

The two Technicians with the highest combined ranked scores across all 3 measurements – Clearly Outstanding Service Request Support, Clearly Outstanding Customer Service Support, Student Focused – Every Student, Every Day score.