

# Voice of the Employee in a Connected World



Meow then, Who are Sure Petcare?

Sure Petcare pets are #HappyPets

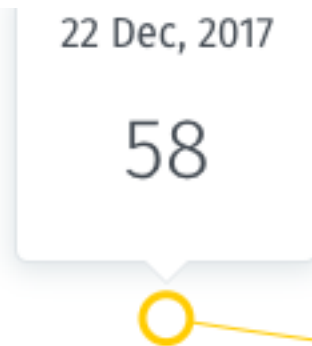
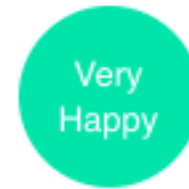
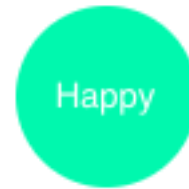


Purr-fect Customer Service:  
It's really all about your staff

# How happy is your work at Sure Petcare?

Welcome back to Friday. It's good to be reflecting on happiness at work with you again.

## How happy were you at work this week?

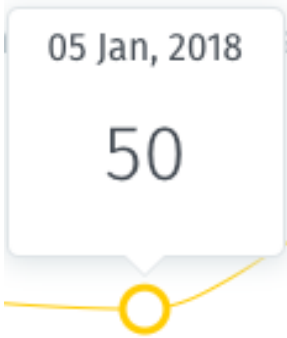
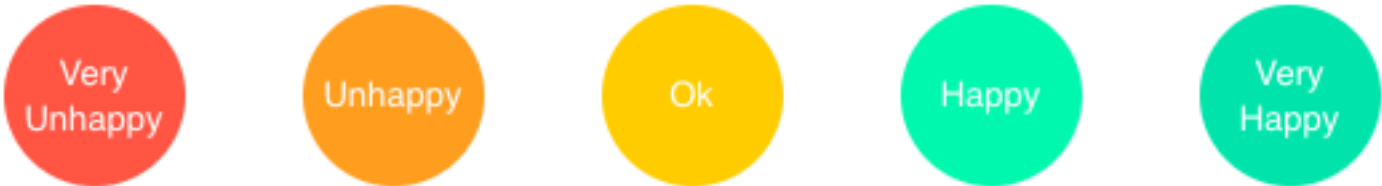


Setting the cat amongst the pigeons

# How happy is your work at Sure Petcare?

Welcome back to Friday. It's good to be reflecting on happiness at work with you again.

## How happy were you at work this week?



And then it got worse



Weekly score, December 2017 – February 2018



Do you feel that you are learning new things at work?



A reminder to always think again

## Team relationships

How well do you get along with people in your team?

7 days ago



## Learning

Do you feel that you are learning new things at work?

7 days ago



## Pride

Do you feel proud to work for your organization?

14 days ago



## Purpose

Do you feel your work has a sense of purpose?

14 days ago







Purr-fect Customer Service:  
Make small changes & a big difference





**Purr-fect Customer Service:  
Listen again through your agents**

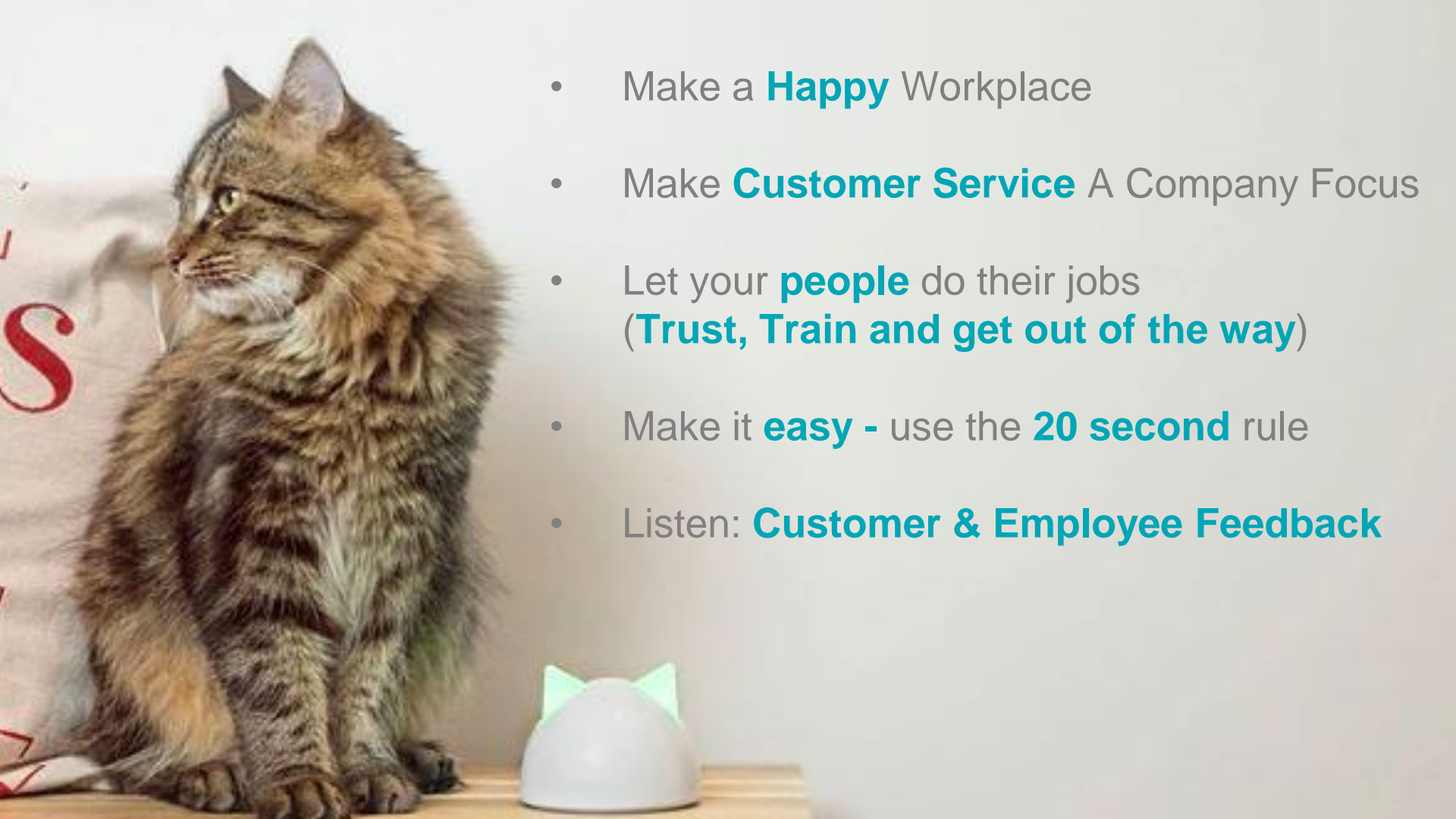


Happy Workplaces = Business  
Success





Why aren't you already doing this?



- Make a **Happy** Workplace
- Make **Customer Service** A Company Focus
- Let your **people** do their jobs  
(**Trust, Train and get out of the way**)
- Make it **easy** - use the **20 second** rule
- Listen: **Customer & Employee Feedback**

Some easy steps to get started

# Thank you!

Get in touch

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