



**Local Government
Customer Service Toolkit**
Enabling customer service excellence

The ALGIM Customer Service Toolkit and Additional Products Pricing

Customer Service Toolkit:

CS Toolkit Modules	Small Council Population <50K	Medium Council Population 50K - 100K	Large Council Population >100K
Best Practice (includes CS Forum)	\$2,000	\$2,500	\$3,000
Customer First	\$1,000	\$1,500	\$2,000
Your People	\$1,000	\$1,500	\$2,000
Knowledge and Technology	\$1,000	\$1,500	\$2,000
Access and Delivery	\$1,000	\$1,500	\$2,000
TOTAL	\$6,000	\$8,500	\$11,000
Maintenance Fee (5 users)	\$1,200	\$1,700	\$2,200

PLEASE NOTE | Pricing excludes Super City Councils, Regional Councils, Central Government Departments and Private Organisations. Please contact [ALGIM](#) for pricing.

Purchase Price includes 5 licences.

ALGIM Customer Experience Report (Snapshot)

Price: \$100 + GST

A report which provides the overall trends of the Mystery Shop exercise undertaken and also includes the feedback on the call made for the council who is ordering the report.

Report turn-around: 5 working days

Benchmarking Products:

Customer Service Function

Price: \$1,000

Over 80 questions. Online survey. Benchmarks 7 key outcomes of your customer service function.

Organisation wide Customer Service

Price: \$400

Over 25 questions. Online survey. Benchmarks 2 key outcomes of a customer focussed organisation.

Surveys:

Price: All survey products are priced by the size of council (P.O.A)

Customer Satisfaction

Less than 10 questions. Surveyed by service channels. Surveys undertaken via call backs or online.

Obtains feedback on how your customers rate the service they received from your council. Feedback gathered also measures NPS (Net promoter score), CES (Customer effort score) and CSAT score.

Staff Perception Survey

Less than 10 questions. Online survey or staff interviews.

Gathers feedback from staff. Obtains feedback on how staff are supported to deliver the best service. Gathers staff perception of service excellence council-wide.

Council Department Satisfaction Survey

5 questions. Online survey or department interviews.

Assesses your departments' satisfaction with the services provided by your customer service team.

Customer Service Team Satisfaction

5 questions. Online survey or staff interviews.

Obtains feedback from CS team members. Rates team member satisfaction. Identifies team development opportunities.

Mystery Shop (By Service Channel):

Price: Please contact ALGIM for pricing.

Service channels offered: Website, Voice, Email and Text.

The mystery shop describes what your customer's experience. It is an accurate and efficient method to measure the qualities of your service.

First Impressions:

Price: \$120 plus disbursements (if applicable)

A one - two page report recalling a customer experience; what happened throughout the transaction and what the customer observed and what the customer was expecting (the gaps).

Other Services (as requested):

Price: Quoted per job (P.O.A)

Helping you achieve and maintain organisation-wide customer service excellence. Services available include (but not limited to): mentoring, customer feedback consultations, strategy development, workshop facilitation, service improvement through business analysis etc.

Please Note | All prices are exclusive of GST

For further information on these products and services:

Please contact ALGIM or to order the Customer Service Toolkit please complete the [order form](#).

Email: lgcstoolkit@algim.org.nz, Telephone: (06) 351 6330, Website: www.algim.org.nz