

shopping
tomorrow



Why Dutch Service Sucks!



Why

Dutch Service

Sucks

...and why one
American loves it!

The Happiest Place on Earth

Disneyland

RESORT



NORDSTROM



shopping
tomorrow



sitecore®
Own the experience™



qhuba

EMPLOYEE HANDBOOK

Our number one goal is to provide outstanding customer service. Set both your personal and professional goals high. We have great confidence in your ability to achieve them, so our employee handbook is very simple. We have only one rule...

NORDSTROM

EMPLOYEE HANDBOOK

Our number one goal is to provide outstanding customer service. Set both your personal and professional goals high. We have great confidence in your ability to achieve them, so our employee handbook is very simple. We have only one rule...

NORDSTROM

OUR ONE RULE
**Use good judgment
in all situations.**

Please feel free to ask your department manager, store manager or Human Resources any questions at any time.



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tomorrow





Happiness Index



#14



#6 ✓



Happiness Index
Beautiful Women



#14

#12



#6 ✓

#10 ✓



Happiness Index
Beautiful Women
Most Innovative



#14

#12

#4



#6 ✓

#10 ✓

#3 ✓



Happiness Index	#14	#6 ✓
Beautiful Women	#12	#10 ✓
Most Innovative	#4	#3 ✓
Guns/100 Residents	113	4 ✓



Happiness Index
Beautiful Women
Most Innovative
Guns/100 Residents
McDonald's Per 1m


#14
#12
#4
113
44

#6 ✓
#10 ✓
#3 ✓
4 ✓
14 ✓



Happiness Index	#14	#6 ✓
Beautiful Women	#12	#10 ✓
Most Innovative	#4	#3 ✓
Guns/100 Residents	113	4 ✓
McDonald's Per 1m	44	14 ✓
Avg Body Mass Index	29	25 ✓



		
Happiness Index	#14	#6 ✓
Beautiful Women	#12	#10 ✓
Most Innovative	#4	#3 ✓
Guns/100 Residents	113	4 ✓
McDonald's Per 1m	44	14 ✓
Avg Body Mass Index	29	25 ✓
Net Promoter Score	27	-4 ✗

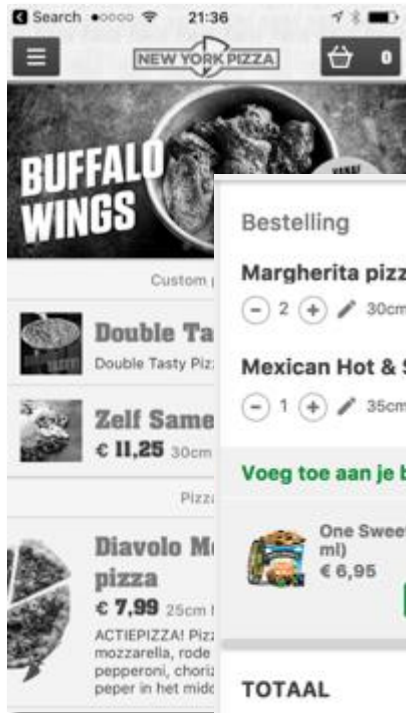


NPS -17



NPS +67





Bestelling

Margherita pizza ✕
- 2 + 30cm NY Style € 22,50

Mexican Hot & Spicy ... ✕
- 1 + 35cm NY Style € 15,74

Voeg toe aan je bestelling

One Sweet World (500 ml) € 6,95 ➤
Toevoegen

TOTAAL € 38,24

Opslaan voor '1-Click' ⓘ

AFREKENEN

Details 1-Click ✕

Bekijk hieronder de details van je opgeslagen order

Hawaii pizza € 12,74
1x 30cm NY Style

Peroni € 2,75
1x Blikje 33 cl

Wij bezorgen naar
1319eh

Je betaalt via
Contant

1-Click **GO** Order

> Order aanpassen
> Andere order doen

Bestelling

Hawaii pizza ✕
- 1 + 30cm NY Style € 12,74

Peroni ✕
- 1 + Blikje 33 cl € 2,75

Voeg toe aan je bestelling

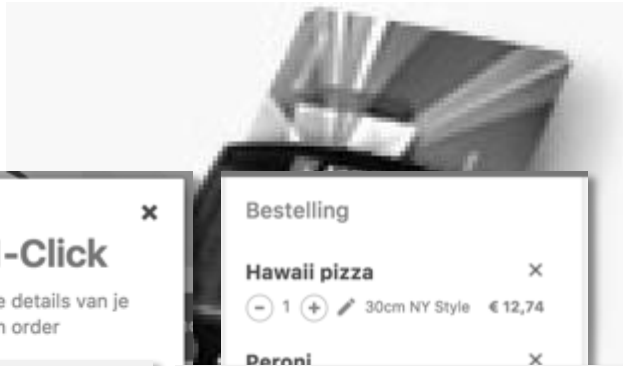
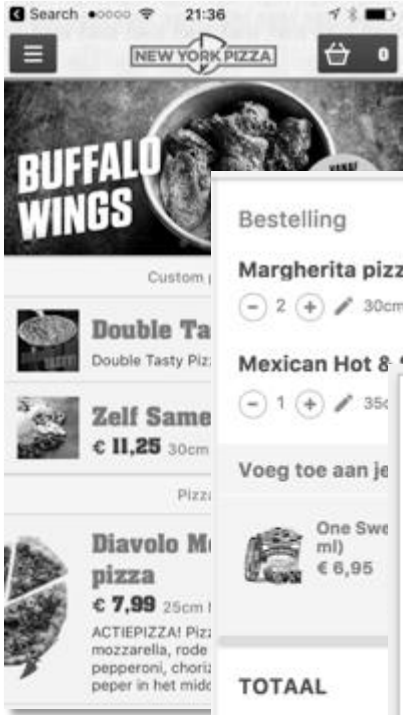
Cinnamon Bread € 2,95 ➤
Toevoegen

TOTAAL € 15,49

Huidige '1-Click' vervangen

AFREKENEN

shopping
tomorrow



Bestelling

Margherita pizza ×

2 30cm NY Style € 22,50

Mexican Hot & Spicy ... ×

1 35cm NY Style € 15,74

Voeg toe aan je winkelwagen

One Sweet ml) € 6,95

TOTAAL

Opslaan voor '1-Click'

AFREKENEN

Details 1-Click ×

Bekijk hieronder de details van je opgeslagen order

Bestelling

Hawaii pizza ×

1 30cm NY Style € 12,74

Peroni ×

Bestelling van:
zondag 10 september 2017

Hawaii pizza +

1 30cm NY Style € 12,74

Peroni +

1 Blikje 33 cl € 2,75

Bestelling herhalen

OPSLAAN VOOR '1-CLICK'

Bestelling van:
zondag 10 september 2017

Mexican Hot & Spicy ... +

1 35cm NY Style € 15,74

Bestelling herhalen

OPSLAAN VOOR '1-CLICK'

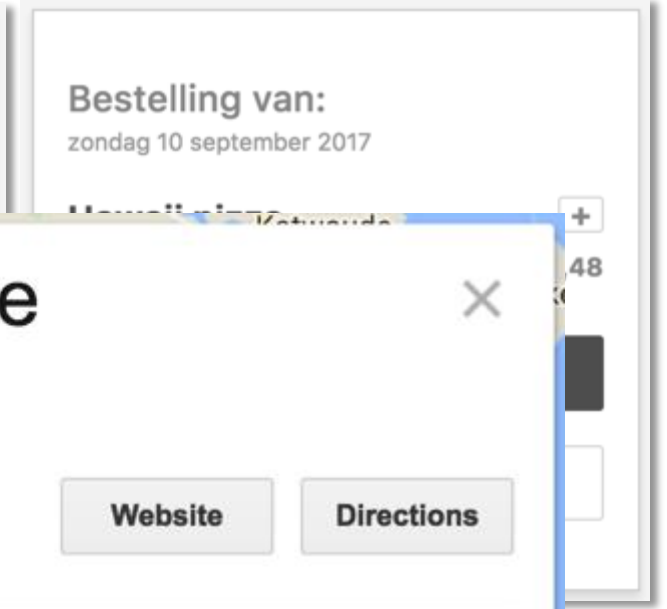
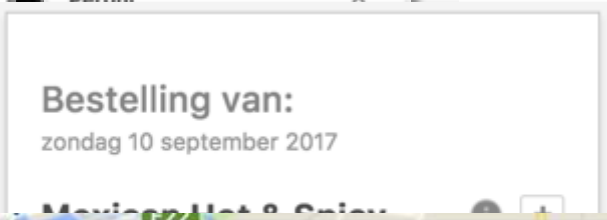
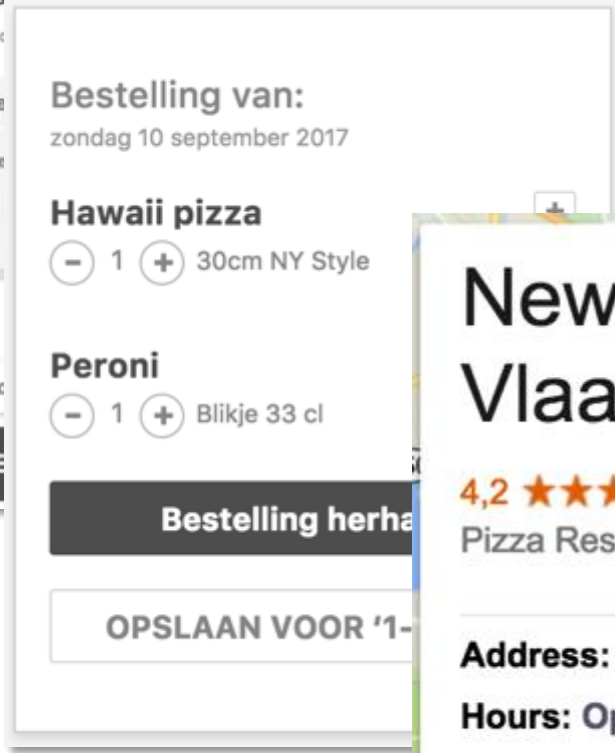
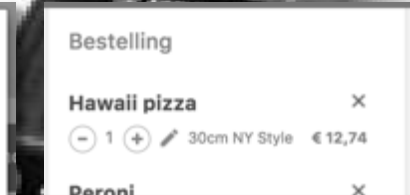
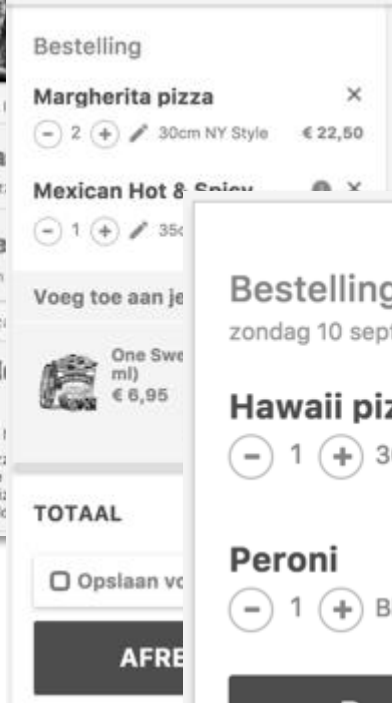
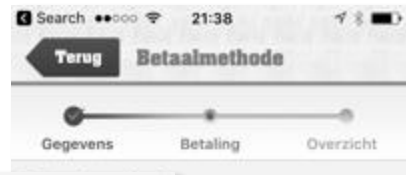
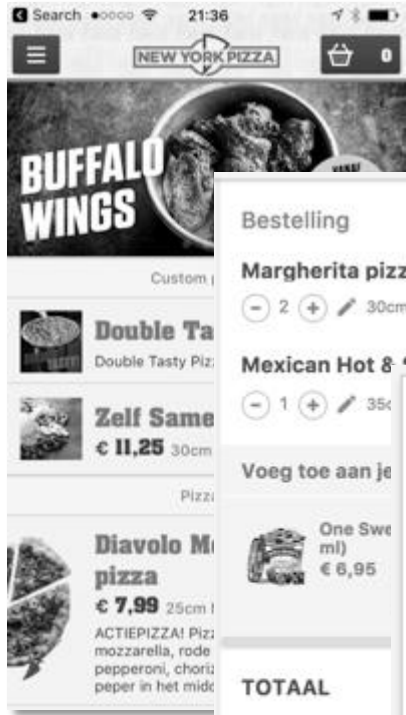
Bestelling van:
zondag 10 september 2017

Hawaii pizza +

2 30cm NY Style € 25,48

Bestelling herhalen

OPSLAAN VOOR '1-CLICK'



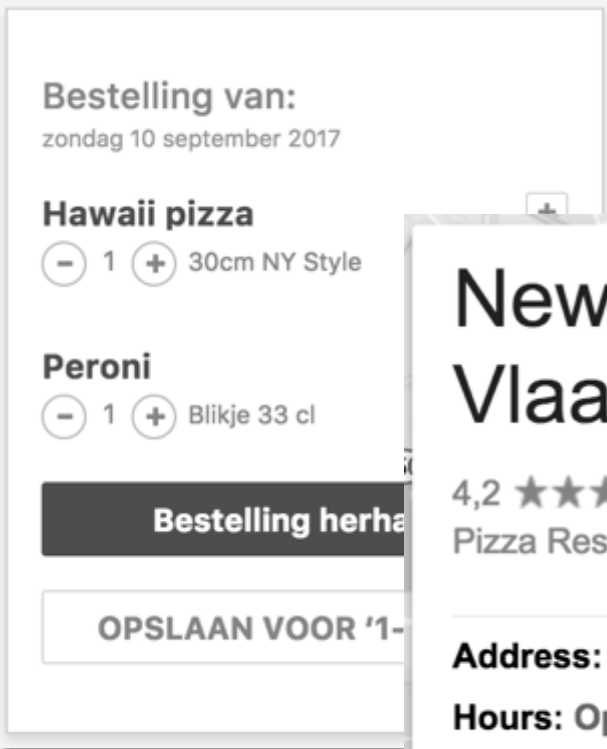
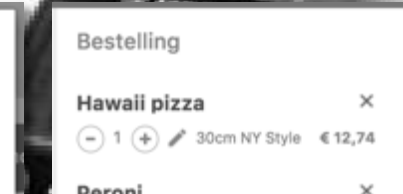
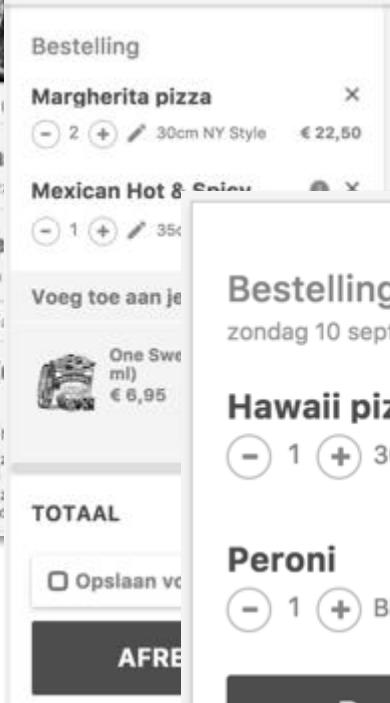
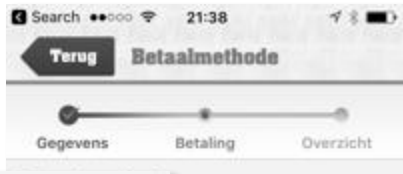
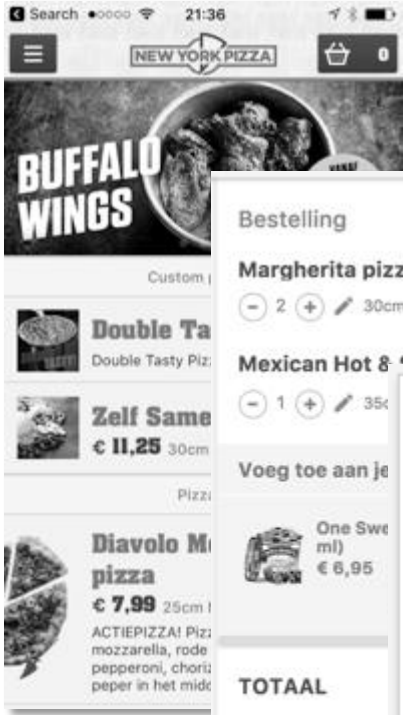
New York Pizza Almere

Vlaardingenstraat ★

4,2 ★★★★★ 21 Google reviews
Pizza Restaurant

[Website](#) [Directions](#)

Address: Vlaardingenstraat 1, 1324 LA Almere
Hours: Open today · 4–10PM ▾
Phone: 036 530 4994

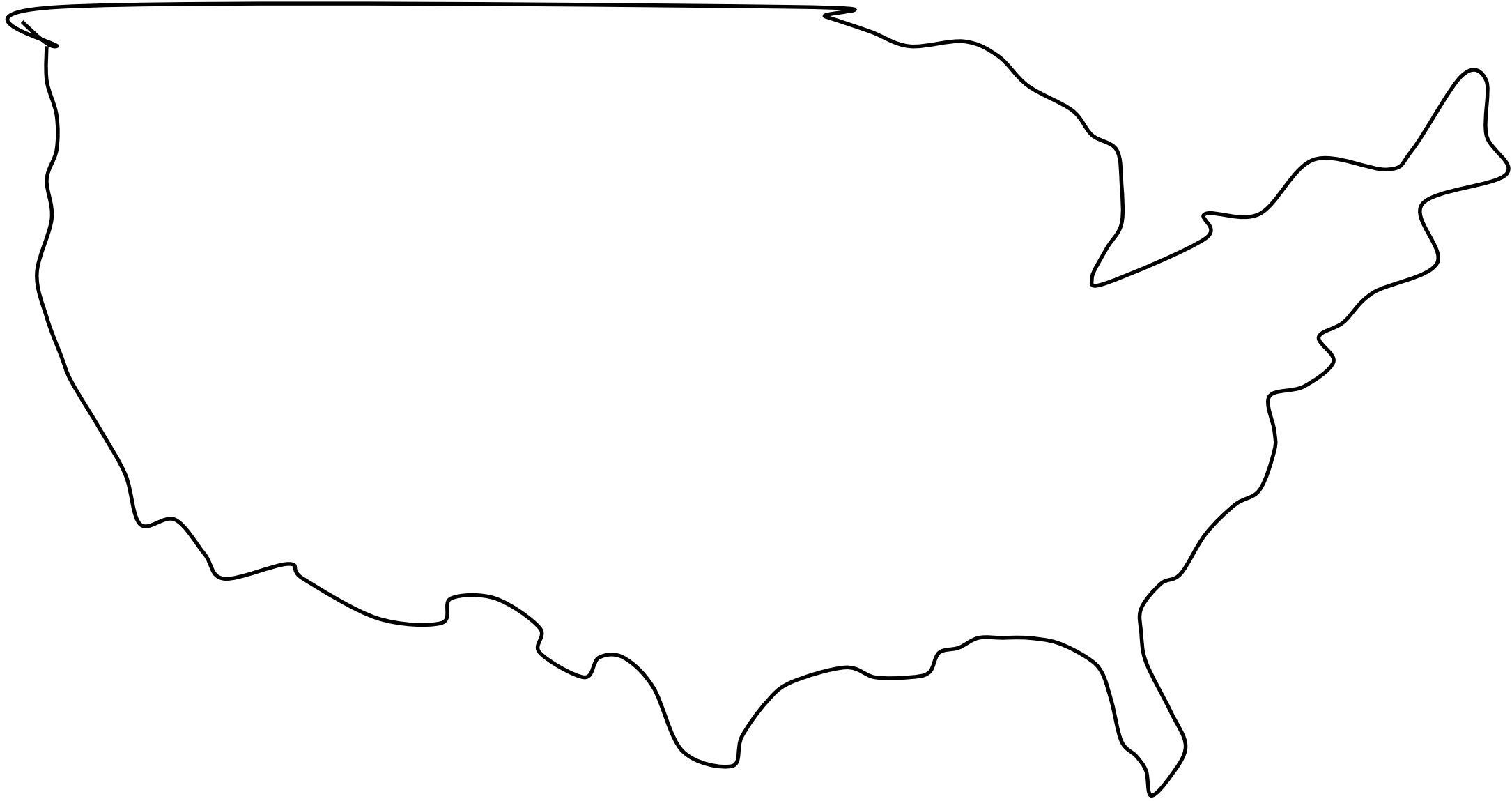


New York Pizza Almere
Vlaardingenstraat ★

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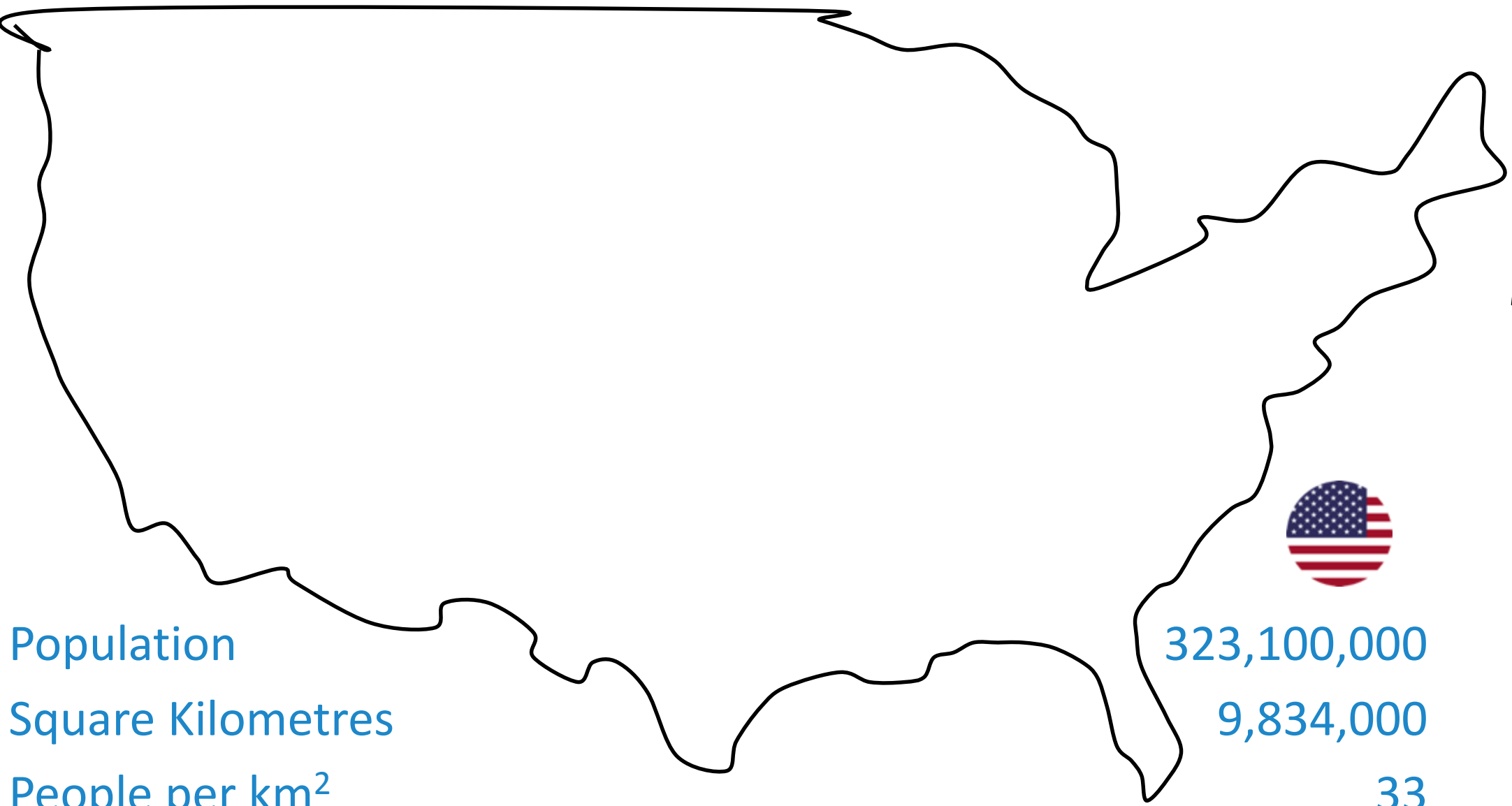
Address: Vlaardingenstraat 1, 1324 LA Almere
Hours: Open today · 4–10PM ▼
Phone: 036 530 4994

Voor jou tien anderen.



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tomorrow





Population

323,100,000

Square Kilometres

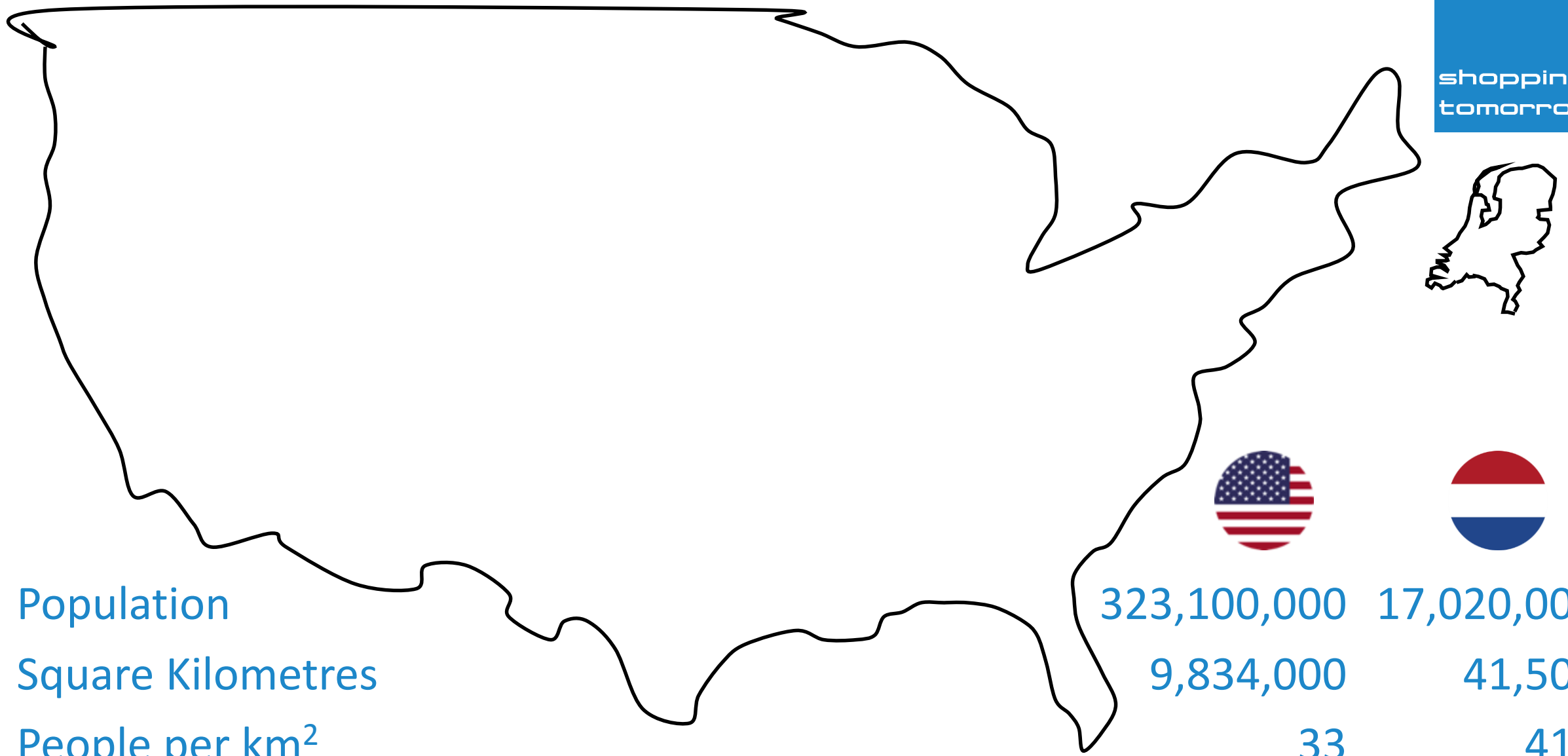
9,834,000

People per km²

33

Vehicles per 1k People

797



Population

323,100,000

17,020,000

Square Kilometres

9,834,000

41,500

People per km²

33

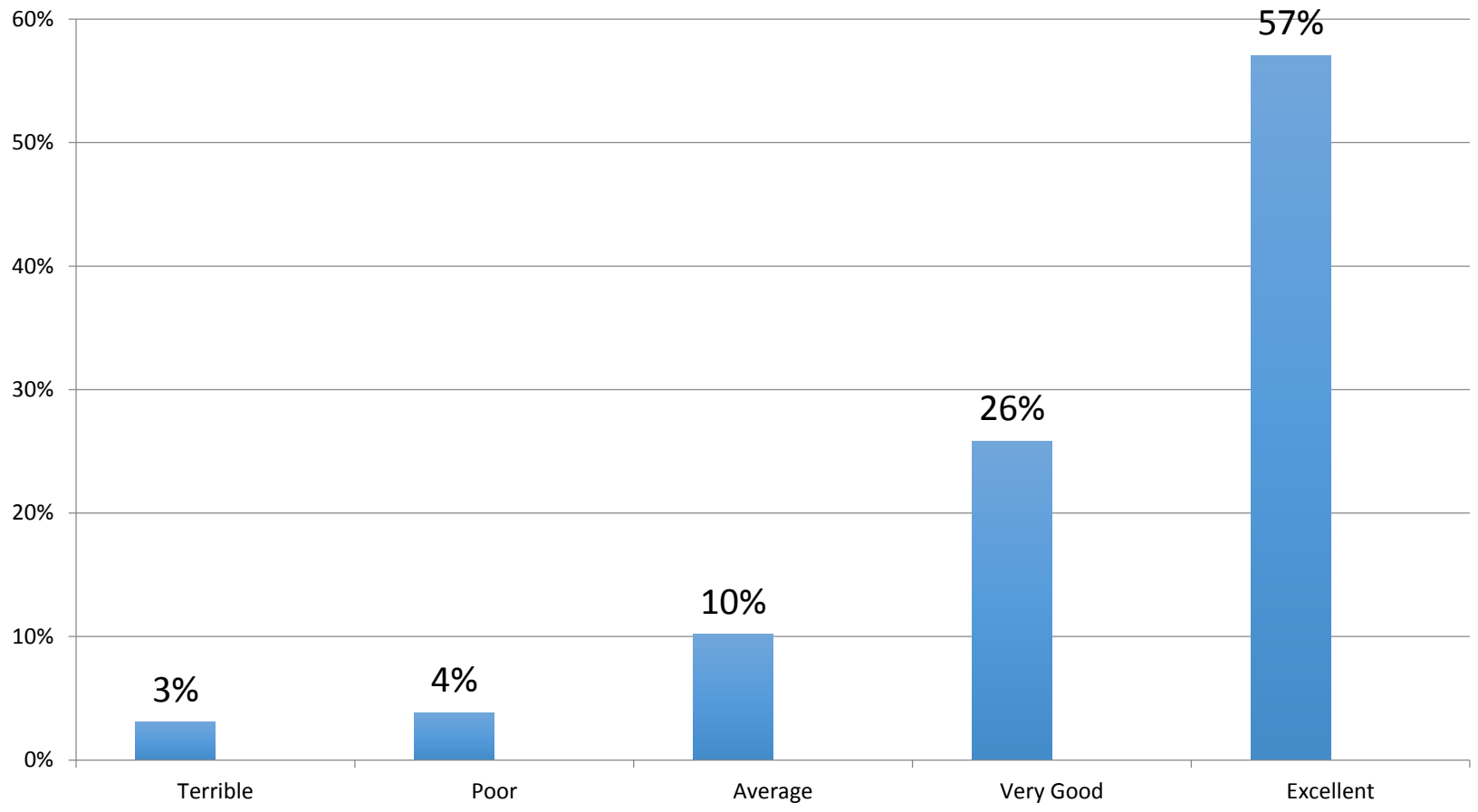
410

Vehicles per 1k People

797

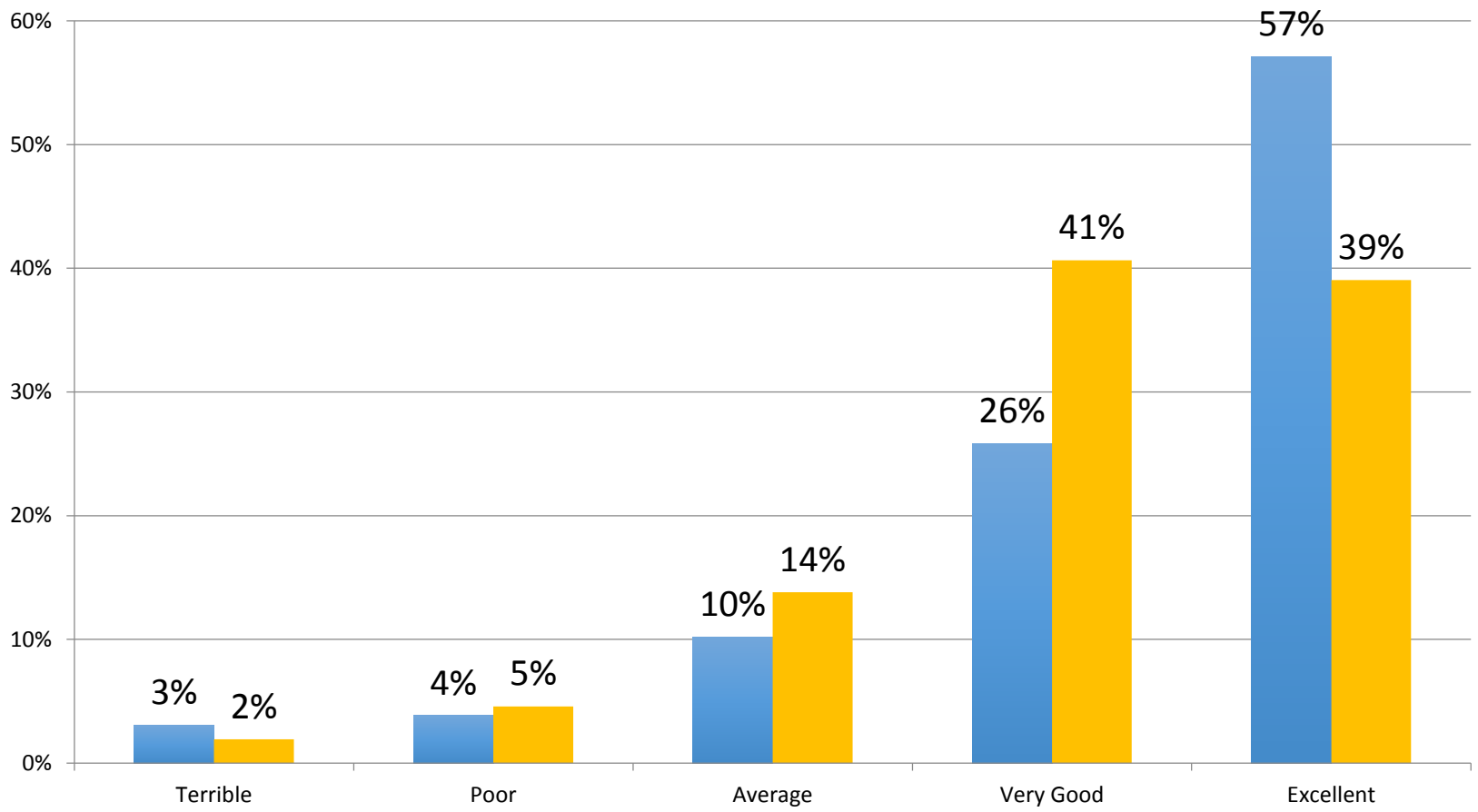
528

Doe maar gewoon, dan doe je al gek genoeg.



■ US NPS +40





■ US NPS +40
■ NL NPS +18



Noodzakelijk kwaad.

CUSTOMER SERVICE

IS NOT A DEPARTMENT.

IT IS AN
ATTITUDE.

~UNKNOWN

CUSTOMER
SERVICE
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IT IS AN
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~UNKNOWN

klan·ten·ser·vice (*de; m*)

- 1 afdeling van een grootwinkelbedrijf waar speciale diensten aan klanten verleend worden

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~UNKNOWN

klan·ten·ser·vice (de; m)

1 afdeling van een grootwinkelbedrijf waar speciale diensten aan klanten verleend worden

Geen resultaat voor ' klantendienst '

Geen resultaat voor ' Klantgerichtheid '

Geen resultaat voor ' klantgericht '

Geen resultaat voor ' klantbediening '

Geen resultaat voor ' dienstbaarheid '

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Geen resultaat voor ' dienstbaarheid '

klant (de; m,v; meervoud: klanten)

- 1 al of niet vaste koper: *de klant is koning*
- 2 (mans)persoon: *een rare klant*

Het is geen aangenomen werk.

Medewerker Food

Wat ga je doen?

Jij bereidt de lekkerste gerechten. Smoothies, fruitsalades, broodjes of een kop koffie; alles is mogelijk! Gasten vermaak je met een glimlach en een praatje. Op piektijden werk je hard door, samen met je collega's. Dit alles binnen een schone, veilige en gezellige werkomgeving!

Herken jij jezelf?

- Je hebt lef en durft onze gasten aan te spreken!

Zuinigheid met vlijt, bouwt huizen als kastelen.



"Hard work, frugal living and tenacity of opinion: that is the typical make-up of the Dutch," said Jan Peter Balkenende.

"There is no denying it: the Dutch are Calvinists. Perhaps not so much in a religious sense, but in our behaviour we often display characteristics that are typically Calvinistic."



- learning culture
- **organised chaos & trust**
- management by passion
- motivation: excitement



- efficiency culture
- **strategy for winning**
- management by objectives
- motivation: pay for performance



- ...the company should focus less on exceptional favours, but more on a **steady long term, reliable and pleasant relationship**.
- ...it is important to **treat customers equally** and **not give preferential treatment** to certain customers over others.

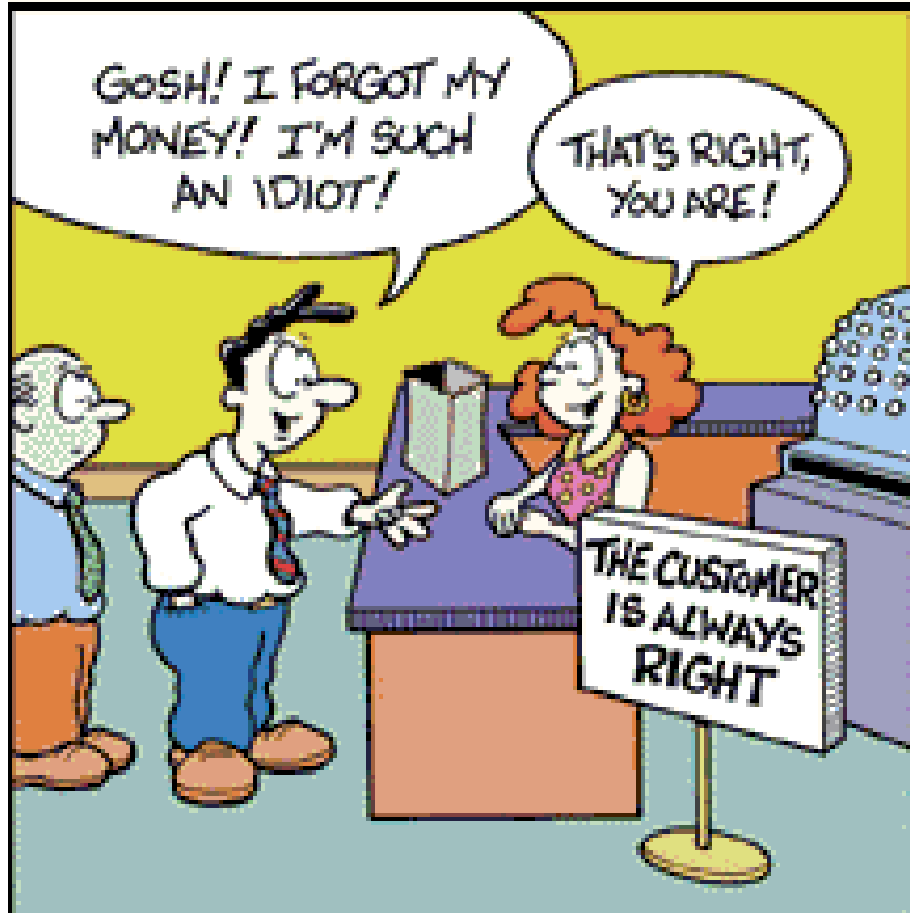


Het Parool

Vrij, Onverceerd

HOME AMSTERDAM STADSGIDS OPINIE

Martin Garrix (20): de populairste dj, en zo lekker gewoon gebleven



hard work
frugal living
tenacity of opinion
organised chaos & trust
steady long term, reliable and
pleasant relationship
treat customers equally
not give preferential treatment

So what?



1. It won't happen by accident



1. It won't happen by accident
2. Don't be American!



1. It won't happen by accident
2. Don't be American!
3. Design the experience

Thanks.



Chris Parker

Customer Experience Technologist

E: chris.parker@qhuba.com

E: chris@parkerholland.com

T: twitter.com/ChrisParkerCX

L: linkedin.com/in/chrisparkercx/

M: +31 65 350 2895



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