

**Raelene Monkley**  
**2009 Port Macquarie News Hastings Employee of the Year**



Interview

1. What does customer service mean to you?

"Finding mutual solutions for both the customer and the organisation"

2. What do you love about your job?

"The variety it has, that I can help people and I can make a difference to their life".

3. What do you like most about working at HCCU?

I like our organisational values and all my fellow staff member's, together we make a real difference.

4. So far, what have you enjoyed most about being 2009 Port Macquarie News Hastings Employee of the Year?

"Knowing that I've helped someone - that they've thought enough about what I do to nominate me (for the awards)". I will take the holiday at a later date.

5. What words of wisdom do you have for people starting out in their careers?

"Ask the questions - there are no silly questions - particularly when it comes to customer service - if you ask questions it will help in your role - don't assume anything - someone saying will not hurt either".

6. Where do you see yourself in 5 years?

"Still at HCCU - better at what I do - more skilled."

**"Always strive for the best - aim high - if you don't get there, at least you've tried!"**