

Chorus Coaches

Alex Cole



1. **Before becoming a coach, what was your role at Chorus?**
I was the Customer Excellence Coach, working within Enabling Services.
2. **How long have you worked at Chorus?**
Just less than a year – it will be my one year anniversary at Chorus on 23 March 2021.
3. **What excites you about being a coach at Chorus?**
The opportunity to get to know more people around Chorus and to be part of the new and exciting Chorus 2.0 roll out.
4. **What is your work style/what is the way best to support you at work?**
I am quite organised and detail orientated – I love working with people who do the important work with customers, finding out why we do something a particular way and then working with them to look at improvements.
5. **What is your pet peeve?**
People who watch loud videos/listen to music without headphones on the train.
6. **What makes you laugh?**
Lots of things but me and my sister have a shared sense of humour and will often be found in hysterics and actually crying with laughter!
7. **What was your first job?**
A Care Assistant in a residential aged care home in the UK.
8. **What lesson did you learn on that job that you keep with you today?**
That being caring, compassionate and respectful when working with customers and their families/carers is one of the key factors in providing excellent care and support.
9. **What are your passions outside of work?**
Spending time with my family – we only moved to Australia two and a half years ago so are still exploring beautiful WA.
10. **People would be surprised if they knew:**
That I have been to nearly every football ground in the UK – but still know nothing about football!

