# Communication with company reps on Google+ (team communication platform):

**Initial Contact:**

Hi team as part of a course I'm undertaking at the moment we have to approach a real world business and offer them our services as coders.  
  
So, I thought I'd approach our team and ask if there's anything you think could be made easier for customers/employees within the BWS business or even Woolies in general? Something that could be implemented in a few weeks and not too complicated.   
  
We've been tasked to complete this in teams and told to let the business know there's no guarantee of having the service implemented, so with that in mind here's something I just wrote out about some ideas you might have or that I've had just now:   
  
Something a bunch of half trained coders can bang out in a few weeks. Like...is there an online feedback system for customers? Or is there something missing that could be easily fixed with a bit of web development, or even something that BWS or Woolies already do that could be done better to make the customer experience better/easier/more convenient. Is there a BWS online wine tasting guide for example? Or a beer guide or something similar? Or maybe both? People love apps/website info they can easily access, so anything that really helps them discover maybe a new wine or beer or how the beer/wine they drink regularly compares to other beers and recommend similar varieties? ﻿

***Company Responses:***

[Fab Fanelli](https://plus.google.com/115683301455465520709)Moderator+1

Have a 'Tap and Go' Everyday Rewards card...like EFT.

[Vic Alfieri](https://plus.google.com/114826327220217640367)+1

Awesome idea Fab, but, that's not something we can implement in a few weeks nor for our course. Thanks anyway.

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator+1

Hi +[Vic Alfieri](https://plus.google.com/114826327220217640367) ,  
I would like to see IPads instore at the entrance of all of our stores for our customers to check out Product Information, Promotional Specials, Cocktail Recipes, EDR Discounts, Food & Wine and Food & Craft Beer Matching, etc., to help with their purchases before coming into our stores!!

[Fab Fanelli](https://plus.google.com/115683301455465520709)Moderator

I like this idea +[Peta Penning](https://plus.google.com/115266643626556463520)​ but would it interfere with ACE??

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

Nothing beats Personalised Authentic Customer Service, so I would say not +[Fab Fanelli](https://plus.google.com/115683301455465520709)

[Fab Fanelli](https://plus.google.com/115683301455465520709)Moderator+1

+[Peta Penning](https://plus.google.com/115266643626556463520)​ what do you think of this:  
  
Cooking up a storm...going out for Chinese, Italian, Japanese??   
  
Whatever your cuisine, let us know what it is and we'll help you find the perfect red or white wine to go with it.   
  
1. What will you be eating?  
2. Prefer red or white wine or both?  
3. Punch it into our ipad  
4. Suggestions pop up  
5. bws team member directs customer to the wine as suggested by the ipad   
6. Team member to provide ACE with upselling opportunities  
  
A great way to connect with the customer whilst utilising ipad/app technology...especially with older generation who wouldn't be exposed to new tech.

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

❤️❤️LOVE 😍THAT😍IDEA❤️❤️

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

That's Awesome Mate, Welcome Back👏👏  
+[Fab Fanelli](https://plus.google.com/115683301455465520709)

[Fab Fanelli](https://plus.google.com/115683301455465520709)Moderator

+[Vic Alfieri](https://plus.google.com/114826327220217640367)​ make it happen 😁

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

Get To Work +[Vic Alfieri](https://plus.google.com/114826327220217640367) 😂

[Vic Alfieri](https://plus.google.com/114826327220217640367)

Ha! You supply the ipads/tablets and I'll supply the app!

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

I understand this will be a real possibility very soon +[Vic Alfieri](https://plus.google.com/114826327220217640367)

[Remo Marinucci](https://plus.google.com/103321861286913101910)Owner  
Some great ideas guys. +[Fab Fanelli](https://plus.google.com/115683301455465520709) & +[Peta Penning](https://plus.google.com/115266643626556463520). What about an easy to use cocktail guide with the most common cocktails asked by our customer. We always get stumped on that in stores when asked by our customers. That's where the ipads could come in handy. Hope that get's you started +[Vic Alfieri](https://plus.google.com/114826327220217640367). Good luck.

[Vic Alfieri](https://plus.google.com/114826327220217640367)

I hadn't seen your reply +[Remo Marinucci](https://plus.google.com/103321861286913101910) but that sounds like it could be done.   
  
Definitely some great ideas to think about anyway. I'm not guaranteeing anything will be actually built, but yeah, thanks for the feedback...

**After being shown mockup:**

[Vic Alfieri](https://plus.google.com/114826327220217640367)

So, I imagine the customer would select from the options on screen based on what they're either eating or drinking, and it would load a page that would suggest the pairing/s.  
  
Could also implement a similar recipe thing for cocktails.   
  
eg. Pina Colada = Coconut Rum (Malibu) + Pineapple Juice + Coconut Cream + Palm Sugar (optional) + Crushed Ice (buy your ice at the counter).   
  
or similar like: Jam Doughnut = Bailey's Irish Cream (or Feeney's) + Chambord Black Raspberry Liquor (or Marie Brizzard strawberry liqueur) + rimming sugar/sugar. then any required method etc.

[Peta Penning](https://plus.google.com/115266643626556463520)Moderator

Yes, that looks great +[Vic Alfieri](https://plus.google.com/114826327220217640367)   
Very Impressive 👏👏

Fantastic Work!! +[Remo Marinucci](https://plus.google.com/103321861286913101910) +[Fab Fanelli](https://plus.google.com/115683301455465520709)

**After seeing video preview of final product:**

Vic Alfieri

BWS National Community

So, as part of my Diploma of IT (Software Development), our final project is to create s service for a real world business, and having asked in my area group (VIC Area 02) community on here, I went ahead and made a service for iPad/tablet screens.

It's a food/wine/beer matching and cocktail recipe guide "web app".

The video here https://youtu.be/XjUcpvVPEeU is a short preview of the unfinished product.

This may or may not end up as a service in stores (we have been told to let the company we approach know that the service we create might not end up going ahead) but I think it's pretty okay.

Anyway, I hope you all like it.﻿

***Company Responses:***

Peta Penning

Love It +Vic Alfieri 👏

I Love How You Streamlined Our Concept 👌

Rohan Cole

Looks awesome +Vic Alfieri!

Peta Penning – (Customer Experience Trainer, Store Manager)

+Liz Barker +Rosalynn Apps (Lagado) +Simon Wilson

We asked +Vic Alfieri to create a concept that would be beneficial for our customers to use before or whilst in our stores, this is what he has come up with!!

Chrissy Orrell

Owner

+1

Amazing!!!!!!

Liz Barker – (HR for woollies)

+1

This looks really interesting - thanks for sharing Simon or I will make contant to discuss - thanks! +Simon Wilson

Mike McCarroll

That is fantastic!!! Great work!! +Vic Alfieri