



## Delivering Improved Customer Service – A Practical Approach

### Outline

More organisations than ever are focussing on improving their customer service and satisfaction levels. These organisations are rightly reviewing their systems and procedures and involving tenants in their decision making processes. This workshop aims to complement these activities by examining customer service at the delivery end of social housing provision. What are the customer service issues being faced by housing association staff and their contractor partners, and how can it be improved without blowing the budget?

### Aim

The workshop aims to raise awareness of the need for improved customer service and specifically:

- Produce a definition for customer satisfaction which reflects existing cost, quality, delivery and Health & Safety drivers
- Identify what good customer service means to tenants, RSLs and contractors
- Provide a framework for managing conflicting demands in delivering excellent customer service

### Event Details

**Location:-** ECM<sup>2</sup>  
Heol Cefn Gwrgan  
Margam  
Port Talbot  
SA13 2EZ

**Date:-** **28th September, 2010**

**Time:-** 8:00am for bacon rolls,  
8:15am prompt start 10:30am

### Workshop costs

The workshops are being funded by the Federation of Master Builders and Construction Skills and, as such, are free to RSLs and all attending organisations.

### More information

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