

Customer Service Workshop run for 24 staff from a number of customer service bases

Experience ranged from new to many years in the industry

Staff were asked on a scale of 1-10 how confident they felt about the topic before attending the workshop, and again how confident they felt after attending the workshop (10 being the most):

Scale	Before	After
1 on scale	0	0
2 on scale	0	0
3 on scale	0	0
4 on scale	1	0
5 on scale	0	0
6 on scale	1	0
7 on scale	1	1
8 on scale	4	1
9 on scale	3	5
10 on scale	4	7

Staff were asked what the best thing was about the workshop:

- It's nice to share thoughts and ideas as a group and to learn from other people.
- The interaction with other staff from different Centres – putting face to names.
- Having ideas known, same as everyone in same sheet so to speak.
- Exchanging ideas amongst each CC and how everyone works.
- Group work.
- Good to share thoughts with colleagues. Good to consider in context of NHP CC. Customer Service changes.
- Jill Webb.
- Meeting new people – putting names to face, lots of group work, sharing ideas.
- Meeting people and putting a face to a name.
- Meeting colleagues face to face.
- All of this was good.
- Doing a lot of things right.
- Meeting other receptionist.

Staff were asked to say one thing they will do differently as a result of attending the workshop:

- I will always try to think about how I come across to other people.
- Make sure I learn all the information from other Centres.
- Listen more.
- Conversation with manager regarding some ideas – first impressions with build-ups.
- Wear my ID badge and think about complaints differently.
- Think about how I can improve Customer Service in the future (in our Centre).
- Update reception areas more frequently.

- Check things more at work.
- Check notice board, listen more.
- Take more in (listen).