

Gatwick IRCs



Customer Service ITC Package

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Customer Service

- Aims

The aim of the course is to equip G4S Staff with good customer service skills

- Objectives

By the end of the course you will be able to identify our customers at Gatwick IRCs, know how to deal with our customers in a professional manner

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Customer Service

What is Customer Service?

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Customer Service

- Mahatma Ghandi said “A customer is the most important visitor on our premises, he is not dependant on us, we are dependant on him. He is not the interruption of our work. He is the purpose of it. He is not an outsider to our business he is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so.”

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Customer Service

- Customer Service is difficult to accurately define, as it cannot be weighed or quantified.
- In general though it is made up of 5 key principles.
 1. Tangibles
 2. Reliability
 3. Responsiveness
 4. Assurance
 5. Empathy

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Customer Service

Tangibles

These are subjective matters such as –

- The psychical appearance of the surroundings
- Presentation of staff
- Quality of communication materials such as brochures and signs

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Reliability

The ability of staff to be able to consistently
perform to the customer's expected
level of service

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Responsiveness

The promptness of service received and staff's willingness to help the customer.

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Assurance

Customers perceptions in relation to their level of training, knowledge and trustworthiness

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Empathy

Often referred to as “going the extra mile”, the ability to show understanding to a customers’ problem

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Who Are Our Customers at Gatwick IRCs?

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Customer Service

- Home Office Staff
- Detainees
- Visitors
- IMB
- Solicitors and Legal representatives
- Other Service providers; G4S integrated services, Aramark

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Customer Service

- It is of the utmost importance that we treat all of our customers with the highest level of customer service possible. Despite the demands of the job we should look and act professional at all times.
- Adopt the “Swan Technique”- Glide gracefully over the surface, but kick like mad underneath!

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How Can We Deliver Good Customer Service?

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Customer Service

- Use of Correct Telephone techniques; Always give your name, department and ask “how can I help you”
- Being Polite and Courteous; first impressions go a long way, if somebody is waiting in a queue, acknowledge that they are waiting
- Looking Smart and Professional; wearing correct uniform, name badges, neatly ironed clothes etc...
- Ensuring work stations are clean and tidy - we work to a clear desk policy
- Give Explanations; explain to customers how internal systems work to gain their understanding

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Dealing With Difficult Customers Confidently

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- **L** - Listen, Listen to the complaint, be sincere and pay full attention
- **E** - Empathise, put yourself in their shoes, try to understand problem from their point of view
- **A** - Apologise, apologise for any inconvenience, make sure the apology is sincere
- **R** - Respond, offer a solution, if you are unable to deal with the problem yourself, contact a manager
- **N** - No delay, act immediately, if a solution will take time tell the customer and stick to any stated timescale

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If You're Contacted By The Press

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- Note the date and time of the call
- Note the name of the person calling (if no name given, note whether the caller is male or female)
- Note the organisation they're calling from
- Details of the enquiry
- Your own name and grade

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Now pass the details of the enquiry to the G4S media centre by calling:

DPA

Or by e-mailing them at:

DPA

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Remember!

**‘No Comment’
is a comment!**

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