

Working Together...

*“People are learning about people -
no matter what your job is - you are listened to”*

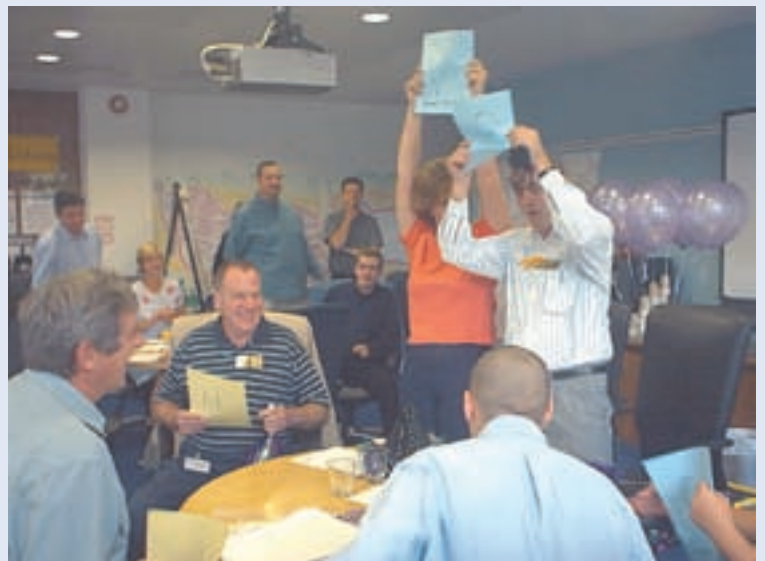
Working Together was a unique internal Customer Service programme with a Global Facilities Management Organisation.

All 350 staff were involved including reception, maintenance, gardeners, cleaners, caterers all supporting the site services of one of their major customers.



The programme was about building on an already excellent service record and the existing expertise of the staff to achieve maximum engagement and sustainability across all areas of the business. Each member of staff contributed to the process and action plans and checklists were drawn up that every one was able to commit to.

*My Manager said that
if I came away from today
with just two things, then it would
have been worthwhile - well I've
come away with about two
hundred!*



Inside

outreach

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Inside Outreach

47 Willowhayne Avenue
East Preston
West Sussex BN16 1PL
Tel: 01903 785346
Email:

enquiries@inside-outreach.co.uk
www.inside-outreach.co.uk