

MIDLANDS SHARED SERVICES FORUM MARCH EVENT 2018 YOUR INVITATION

We are delighted to invite you to the next Midlands Shared Services forum in Worcester.

Customers sit at the heart of every great Shared Service Centre. Embedding the voice of the customer within each process and interaction, both personal and through technology, is key to providing customer service excellence.

Emma Line, Head of Corporate Shared Services, will share Sanctuary Group's commitment to customer service and show how customers have shaped service provision across their social housing business. As well as providing insight to current service, there will also be an engaging discussion around what good looks like and past lessons learnt.

Caroline Dawson, Communications and Engagement Specialist, will lead discussions around customer engagement and feedback purpose and methods. Caroline will also be providing Q&A to help make your customer service strategy fit for the future.

Finally, as part of the Forum's commitment to customer service, the session will ask the audience for feedback and topic ideas for further events.

There will be a limited number of places at the event, so please confirm your attendance as soon as possible.

We look forward to seeing you there.



hays.co.uk



**THURSDAY 15TH
MARCH 2018**

3.30pm–5.30pm

Venue

Sanctuary Group
Chamber Court
Castle Street
Worcester
WR1 3ZQ

Agenda

- 3.30pm** Registration and refreshments
- 4.00pm** Presentations and Q&A
- 5.00pm** Networking
- 5.30pm** Close

RSVP

To reserve your place please [click here.](#)