

MIDLANDS SHARED SERVICES FORUM JUNE EVENT 2018 YOUR INVITATION

We are delighted to invite you to the next Midlands Shared Services Forum event in Lichfield, hosted by Mitchells & Butlers at The Bowling Green.

The topic this time will build on the last forum event around customer service, and look at how M&B:

- Use creative ways to engage with their customers and capture their feedback (e.g. social media and roadshow events)
- Use personal development plans as a vehicle for their people to drive continuous improvement and customer focus
- Engage their SSC people so they go above and beyond

Teas and coffees will be available throughout and the intention is to follow the breakout sessions with a BBQ in the “secret garden” (if the weather holds out), accompanied with a beverage or two and some informal entertainment following the session.

If you would like to secure your place in advance of the invitation being issued, as places will be limited, please contact Tim Hall at Hays (tim.hall@hays.com) or Danny Whitbread at M&B (danny.whitbread@mbplc.com).

We look forward to seeing you there.



Midlands Shared Services Forum
Working Smarter, Working Together

hays.co.uk



**THURSDAY 14TH
JUNE 2018**

3.30pm–6.30pm

Venue

The Bowling Green
Friary Road
Lichfield
WS13 6QJ

Agenda

TBC

RSVP

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