

CUSTOMER CARE VISION

“To grow and enhance our reputation as the leading national conference group for customer service excellence in the meetings sector through continuous relationship building and service improvement.”

Our customer service values:-

Attentive	listening, concentrating and delivering to the needs of our customers.
Personable	committed to establishing warm and lasting relationships through interaction at all stages of the customer experience.
Flexible	creating bespoke solutions in relation to customer needs with an innate ability to modify our style according to circumstances.
Transparent	open and honest in all of our dealings.
Respect	professional and ethical engagement with both customer and employee groups.
Pride	focused and passionate thriving on exceeding customer expectations.
Dependable	reliable and consistent offering the necessary reassurance.

**WOODLAND
GRANGE**

Warwickshire

**ENGINEERS'
HOUSE**

Bristol

**BROADWAY
HOUSE**

London

BROOMGROVE

Sheffield
