

Unicom Awarded Customer Service Excellence® Standard

Following successful independent assessment Unicom has been awarded the Customer Service Excellence® standard for a fourth year in a row.

Unicom's commitment to providing high quality services to the small business market has been highlighted once again through the re-accreditation of this award, as well as the fact that last month the company also received confirmation that it had met the stringent standards required to achieve the Putting the Customer First® award.

Peter White, Head of Customer Services, said "Being awarded these high quality standards confirms our credentials as a highly customer focused company and rewards the consistently high standard of service we provide to our customers. All members of staff should be immensely proud of this achievement."

The Customer Service Excellence® standard assesses an organisation against areas which have been found to be of most importance to customers, including timeliness, information, professionalism and staff attitude.

The standard also looks into the development of customer insight, how an organisation understands its customers experience and how it measures customer satisfaction.

Commenting on Unicom's customer service the assessor explained "Your management provides good leadership and policies that support customer focused services."

"Your own survey results and customer feedback indicate that your staff are friendly and polite to customers whilst displaying a professional and knowledgeable approach."