

Customer Service Excellence Accreditation – Helping Each Other To Achieve

Description

This informal MSDG session will share experiences of evidence gathering for the Customer Service Excellence (CSE) accreditation process. You might be new to CSE, considering it or have run it for many years, or you might be interested in just sharing customer service ideas outside of the formal accreditation route. The session will be an informal and friendly chance to get together and swap experience. We will also use the session to look at how participants could support each other in fulfilling the benchmarking elements of the criteria.

Target audience

Library staff who are responsible for/thinking of undergoing Customer Service Excellence accreditation. Anyone interested in sharing customer service ideas and benchmarking.

Date: Wednesday 16th December 2021

Time: 10:00-12:00

Venue: Online

Booking

Booking is now open [via Eventbrite](#). Please book by Monday 14th December 2021.

If you can't make the time and date but are interested, please get in touch. We can disseminate outcomes and add people into any resulting joint working.

Further enquiries

Please contact:

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