

News

Total Customer Service Recognised at National Customer Service Awards.

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Independent business telecoms supplier Total, were awarded highly commended status in the IT & Telecoms category of the esteemed National Customer Service Awards this year.

Launched in 1999, the awards celebrate the effect and impact of excellent Customer Service on both the Consumer and Businesses. The high profile event has become a firm fixture in the UK business calendar, highlighting the importance of Customer Service in today's business climate. Each category has its own criteria but all entrants are judged on their commitment to high standards of customer care.

The Awards give companies the opportunity to showcase their success stories and to highlight how they are improving customer service within their organisations.

'National recognition and awareness amongst hundreds of other industries is a real achievement for a regional business like ourselves' said Total MD Stuart Baikie, 'indeed, our affinity with the values this award represents and our own scoring compared to national benchmarking is something we are very proud of as a company, and demonstrates our commitment to our customers.'

Lorin White, Operations Director at Total adds: 'Exceptional quality of service has always been a major focus for us and we are delighted it has been acknowledged in this way. By keeping service at the core of everything we do and listening to our customers, we can continue to ensure we deliver the best possible customer experience.' The National Customer Service Awards will be held on the 23rd of September with a glittering celebration at The Grosvenor House Hotel, London.