



## Customer Service



As part of Peel Facilities Management team our commitment to our visitors, tenants, residents and shareholders is to provide an excellent customer service experience ensuring that high standards are delivered at all times across the whole Peel portfolio.

To support this Peel are working in partnership with The Westgrove Group to deliver customer service

training to our front of house cleaning teams. We recognise the importance of personal development and in partnership with Westgrove are ensuring that all colleagues have the opportunity to complete a qualification in Customer Service Level 2 & 3. We are also ensuring that customer service levels are measured by a third party to give feedback on cleaning standards and face to face interactions.

The Westgrove Group are responsible for providing cleaning services across a number of sites within the Peel portfolio including MediaCityUK and Princes Dock in Liverpool. Peel and Westgrove are actively delivering the following to ensure that the highest levels of customer service are delivered at all times across these sites;

- Training needs analysis carried out for all colleagues to establish gaps in knowledge and opportunities for development
- Personal training plans and eLearning platform delivered via the Westgrove Colleague Development Manager and team
- Nationally recognised NVQ training available for all colleagues – 8 colleagues have commenced their NVQ Level 2 qualification
- Service Excellence (Westgrove Aspire Learning & Development) training delivered to all colleagues employed by Westgrove including customer service training
- Additional developmental training scheduled for delivery in 2017 including Dementia and Autism Awareness to further understand customers with these needs; Transgender Awareness training also scheduled to promote understanding and an inclusive environment
- Management training underway for Westgrove site managers to develop their personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS)
- Reward and Recognition scheme in place with colleagues working on Peel sites actively put forward for quarterly and annual awards - George Adu, a valued colleague at MediaCityUK awarded Service to the Customer for Q3 2016 and also awarded overall winner for 2016
- Schedule of regular cleaning audits in place for common and tenanted areas to ensure the highest standards at all times
- Monthly SLA meetings in place with Peel and Westgrove Senior Management Team to measure performance across the contract including set KPI's - Compliance, Staff Management, Contract Management and Service Delivery
- Mystery Shop visits taking place every quarter across sites under Westgrove's remit to measure cleaning standards and interaction with colleagues – feedback and scores given to Peel management teams and action plans in place for any areas of improvement



**Our aim is to ensure that everyone who occupies or visits a Peel building is met with an overall outstanding experience.**



## Customer Service continued...

### Why choose Peel Facilities Management?



## In Good Hands

Peel directly manages our own property portfolio so we can ensure a well operated environment is maintained for all and continually seek out opportunities to improve.



## First In The World

MediaCityUK Manchester was the first development in the world to be certified by BREEAM communities in 2011 - and we scored "Excellent".



## ISO 50001 Certified

Peel was the first major property company to achieve the ISO 50001 energy management standard in 2015.