



HOMERTON

CONFERENCE CENTRE

Customer Care at Homerton Conference Centre

Introduction

Here at Homerton Conference Centre, customer care is central to the way we work. We know that our clients expect the best and that the success of our business depends on a high level of customer satisfaction. That is why we ensure that every member of our team is responsible for providing that personal touch to make our clients feel welcomed and valued.

The following information is designed to demonstrate and explain how we are actively striving to constantly improve our service levels through listening and responding to the needs of our clients from the initial enquiry stage through to final invoicing.

Our Mission

Homerton College Conference Centre is fully committed to providing a high level of service, products and facilities, based on the requirements of our clients.

Our Service Level Promise

- **We promise** to respond to your enquiry within 2 working days
- **We promise** to ensure your enquiry and event will be looked after by a professional Event Manager
- **We promise** that your final booking contract will form the base of your final invoice – there will be no hidden extras
- **We promise** that your meeting rooms will be set up in accordance with the agreed layout, at least 30 minutes prior to the start of your meeting
- **We promise** that all meals and refreshments will be served on time and within the agreed timescale
- **We promise** that the quality and quantity of catering will be served within accordance to our service standards
- **We promise** that specific dietary requirements will be met as agreed
- **We promise** that charges will only be added to your final invoice if they have been agreed in advance
- **We promise** that bedrooms will be ready for check in from 2pm
- **We promise** that we will contact you after your event to ask for your feedback
- **We promise** to respond to any results of feedback within 2 working days
- **We promise** that your details will be kept on our database securely and NEVER released to an unauthorised third party



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Our Values

- **We value Communication** – conveying information to our clients in an open, honest and appropriate manner
- **We value Commitment** – all members of our Team ‘going the extra mile’ to ensure successful events
- **We value Teamwork** – all members of our Team working together effectively and willingly to contribute to the success of your event
- **We value Results** – we set clear and sometimes demanding, objectives with the sole aim of delivering quality
- **We value Flexibility** – to tailor your event to your requirements within the framework of our environment
- **We value Customer Focus** – to understand and anticipate our clients’ needs and deliver satisfactory solutions
- **We value Integrity** – we aim to maintain ethical and social values in all areas of our work

AND FINALLY

- **We value YOU, the Customer** – without whom our values would be meaningless

Continuous Improvement

Complacency can be a threat and it is important to us that we continue to pursue excellence in all we do. Our AIM accreditation, awarded by the Meetings Industry Association, proves that our service levels are high and we strive to keep them there. Through individual client and delegate feedback and continuous event monitoring procedures we can ensure that good performance is achieved time after time.

- All staff undergo an initial induction with subsequent annual Development Reviews; goals are set and objectives discussed
- Training plans are in place for every team member and when new requirements are identified training is implemented
- Standard Operating Procedures are constantly reviewed to ensure high levels of consistency
- Client evaluation targets are kept high through constant performance monitoring and manager accountability
- Our competitors are benchmarked to allow for sharing of Best Practice procedures

Our Aims

To ensure that customer satisfaction is achieved at all times not only meeting the customers’ requirements but also trying to exceed their expectations.

To build increased levels of trust and loyalty with our customers

To refine all operating procedures to offer consistency and brand strength

To train and develop our staff to improve their customer care skills