



Customer Focussed Team - Example Activities

To resolve a significant proportion of external customer queries at the first point of contact, providing accurate advice and guidance; and to proactively seek to provide additional services to customers where appropriate, in support of the council's ambitions.

- Multi-function customer service team.
- Accurate advice and guidance to customers.
- Resolution of enquiries at first point of contact

Act as a multi functional customer service team

Give accurate advice and guidance to customers

Resolve enquiries at first point of contact

Promote self-serve

Promote additional services

Ensure accuracy of customer records