

## **Customer Service Excellence (CSE)**

Timing of start of Roll-out subject to change

**1 Day Face to Face, Facilitator led**

**Attendees = All ACAs in the business and any Business Support**

1 x trainer to a Maximum of 10 trainees per session

				Dec		Jan
<b><u>ASC</u></b>	<b>ACAs to be trained</b>	<b>Others known to business</b>	<b>Total No. to be trained</b>	<b>No. of Scheduled Courses</b>	<b>No. of Attendees</b>	<b>No. of Scheduled Courses</b>
Birmingham	12	6	18			
Bootle	23	23	46			4
Bristol	21	6	27			
Cardiff	28	1	29			
Croydon	17	3	20			
Glasgow	49		49	1	6	1
Leeds	22		22			
Manchester	23	4	27			2
Newcastle	17		17			
Nottingham	34	8	42			
Wembley	65		65			
<b>Total</b>	<b>311</b>	<b>51</b>	<b>362</b>			

e due to this product beng impacted by the Organisational Restructure taking effect March 2016

## rt staff who provide cover for ACAs (Customer Facing)

in	Feb		March		April	
No. of Attendees	No. of Scheduled Courses	No. of Attendees	No. of Scheduled Courses	No. of Attendees	No. of Scheduled Courses	No. of Attendees
32	2	14				
			3	15	3	14
6	1	6	1	6	1	6
	1	4	1	4	1	4
17	1	10				
	2	17				
	2	10	2	9	2	9
			2	20	2	20

May		June		July		August
No. of Scheduled Courses	No. of Attendees	No. of Scheduled Courses	No. of Attendees	No. of Scheduled Courses	No. of Attendees	No. of Scheduled Courses
		2	18			
3	27					
				2	20	
1	6	1	6	1	7	
1	4	1	3	1	3	
2	9	1	5			
2	15	1	10			

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No of HCP's attending	Total number of attendees
	18
	46
	27
	29
	20
	49
	22
	27
	17
	42
	65
	362



