

Westgrove Group puts customer service at forefront with WorldHost



Westgrove Group is an independent facilities management provider. Working in a number of sectors across the UK they provide services to retail, commercial, manufacturing & distribution environments. With an ambition to achieve the complete visitor experience, Westgrove Group invested in WorldHost, helping to ensure everyone gains a positive first impression of the organisation.

Background

Westgrove Group strives to make their business a compelling place to work and a compelling company to partner with.

At the forefront of their business model is customer service. As their team is often the first point of contact to customers, they want to ensure they convey a strong positive first impression to ensure customers are delighted, and return.

The business wanted to align their customer service training with the internal standards they set for colleagues and to reassure their clients that they are training to the highest standard.

The solution

Westgrove Group chose WorldHost as their customer service training solution as they wanted a renowned brand that offered an interactive approach to workshops.

Their aim was to train all colleagues that interact with customers, with roles ranging from housekeepers through to security.

Keen to take an in-house training approach to delivery, they opted to have their Training & Development Manager trained in how to deliver WorldHost. After attending a 3-day WorldHost licensed trainer workshop, they were approved to deliver the WorldHost Principles of Customer Service programme in-house.

The business then forged ahead with implementing WorldHost to complement induction training and to prepare colleagues for all potential scenarios.

Impact

Westgrove Group has now trained more than 200 colleagues in WorldHost Principles of Customer Service.

The feedback from teams participating in the training has been excellent. Participants have reported that they enjoy the interactive nature of the exercises and that the approach has made them feel at ease and comfortable in participating.

The training has made colleagues across the business think about their own experience of being a customer and helped them to show more empathy when dealing with their customer service situations.

Westgrove Group believes WorldHost has been a great addition to the business. They report that following the training, colleagues feel more engaged and confident in carrying out great customer service.



WorldHost has had a very positive impact on our business. Our colleagues feel more engaged and confident in carrying out great customer service. As the programme is so well renowned it gives confidence to our current and future clients that colleagues are trained to the highest standard. - Kirsten Stevenson, Training & Development Manager, Westgrove Group