



Thank you ... And Let's Take It Forward From Here

What a week we've had to celebrate customer service week and launch 10/10!

So much has been happening. We'd like to say a huge thank you to everyone who's got involved sending in photos for the competitions; delivering team talks; launching 10/10; appearing in the video and, more widely, getting behind customer service week and helping to raise awareness of the importance of our customers.

The individual and team contributions have been great to see and hear about. Our collective job now is to take what we've achieved and keep the momentum going. Customer service week was our launch pad rather than an end in itself. We need to use it as **our starting point for 10/10** for the rest of Year 4 and beyond.

As this is our final note of customer service week, we'd like to use it not only to say thank you but also to acknowledge some of those who have been going above and beyond.

- **Adam Breen and the reinstatement teams** – *for reducing customer complaints*
- **Natalie Barton** – *for communicating effectively with a customer - and in his words making a "bad situation better with her genuine professionalism"*
- **Gary Tidman** – *for delivering excellent customer service to an elderly customer*
- **Paul Illingworth, Andy Kear, James Crissel, Tom Gudwood, Mark Pittman, Hannah Bute, Danny Anker, Garry Hines, reinstatement teams, service laying teams** – *for completing the Blake Hall Road project seven weeks ahead of schedule*
- **Christopher Smith and Eddie Manders** – *for helping a member of public in need*
- **Steve Kirby and his team** – *for receiving 10/10 for all 12 CSAT returns*
- **Dave Evans and Kieran Watts** – *for persisting with managing a difficult situation and delivering exceptional customer service*
- **Steve Knobbs and Kyle Ward** – *for turning a customer's negative experience into a positive*
- **Connections North** – *for maintaining above-target CSAT scores*
- **Richard Cashmore, Patrick Munnely, Adam Tilbrook and Shaun Johnson** – *for pulling out all the stops to ensure a difficult job on a busy road was completed on time*
- **Cerianne Talbot, Ertan Hassan, Matt Hambleton, Patrick Kearney, Phil Parry, Brian Rickford, Luke Perry, Gavin Smith, Ryan Smith, Jason Bird, Bobby Bird, Mark Collins, Peter**

O’Kane, Fitz Bedward, Paul Andrews, Bradley Moore, Dave Sullens, Craig Roman, and Simon Boygle – *for working tirelessly over a weekend to ensure gas supplies to a MOB were restored in a timely and professional manner*

- **Darren Maguire and Dave Eyre** – *for the quality of their work and the resulting positive customer feedback*
- **Mick Doody and team** – for his commitment and delivering on his promises

We’re sure there are many more people who have been delivering 10/10 for our customers so if you’re one of them or you’d like to tell us about someone else, please email the details along with any photos you have to Chelsea.O’Rorke@trio.co.uk. We’d really like to hear from you.

Once again, thank you to everyone here and elsewhere in the business who’s made a positive difference to our customers’ lives. It makes a difference to us too.