

CUSTOMER
SERVICE
EXCELLENCE®



This is to certify that

Guernsey Post Philatelic Services

Envoy House
La Vrangue
St Peter Port
Guernsey
GY1 1AA

has been awarded

Compliance Plus for Customer Service Excellence

in the following areas:

- 1.1.1 We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.
- 1.1.2 We have developed customer insight about our customer groups to better understand their needs and preferences.
- 1.1.3 We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.
- 1.2.1 We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.
- 1.2.2 We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken.
- 1.2.3 We regularly review our strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.
- 2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.
- 2.1.2 We use customer insight to inform policy and strategy and to prioritise service improvement activity.
- 2.1.4 We ensure that all customers and customer groups are treated fairly and this is confirmed by feedback and the measurement of customer experience.
- 2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation.

Certificate Number

20/3073

**Initial Certification
Date**

10th December 2021

Issue Date

22nd December 2021

Signed

Expiry Date
10th December 2022

Revision
00

on behalf of
Centre for Assessment Limited

Certificate 1 of 2 -To be displayed with main certificate



This certificate remains the property of the Centre for Assessment and may be withdrawn without notice and is valid based on the above named organisation ensuring continued commitment to compliance against the harmonised standards as defined and or associated.


Centre for Assessment Ltd, Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW
Web: www.centreforassessment.co.uk Tel: 0161 237 4080



Client Name

Compliance Plus for Customer Service Excellence Continued:

- 2.2.2 Our staff are polite and friendly to customers and have an understanding of customer needs.
- 2.2.4 We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.
- 2.1.3 We have policies and procedures, which support the right of all customers to expect excellent levels of service.
- 2.2.1 We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.
- 2.2.3 We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.
- 2.2.5 We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.
- 5.2.5 We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem.
- 5.3.3 Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

Certificate Number 20/3073	Initial Certification Date 10 th December 2021	Issue Date 22 nd December 2021	Signed 
	Expiry Date 10 th December 2022	Revision 00	on behalf of Centre for Assessment Limited

Certificate 2 of 2 -To be displayed with main certificate



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