

## Avison Young celebrates customer service professionals across the UK

3 years ago



Avison Young's inaugural Customer Service Week Awards was just one activity enjoyed by the numerous customer service professionals in the business, as part of the week-long national celebration that focusses on the importance of customer service and the people who provide it.

Avison Young is a strategic real estate advisor to some of the largest investors, property occupiers, developers and planners, and as part of this manages over 400,000,000m sq ft of property across the UK.

The awards were designed to reflect the business' priorities around creating places that thrive, and to recognise those service teams and individuals delivering exceptional performance, including the 24/7/365 Customer Service Centre, Workplace Experience Ambassadors and Front of House professionals who work within Avison Young's managed buildings and spaces. It was one of a number of initiatives during National Customer Service Week, which also saw each team member receive personalised thank you cards and gifts, as well as take the opportunity to engage visitors with special Customer Service-related treats.

Nominations for each award were made by colleagues, occupiers within the buildings and clients and were evaluated by the Workplace and FM Leadership team. Winners included:

- Tracey Bound, Brindleyplace, Birmingham. Selected for her intuitive approach to solve problems and ideas for initiatives to enhance services.
- Nicola Leighton, Avison Young's UK-based Customer Service Centre. Recognised for her outstanding attention to detail, support of new colleagues, great communication skills, resilience and positive attitude.
- Karen Meehan, Lakeside North Harbour, Portsmouth. Chosen by judges for her responsiveness,

organisation, commitment to change, approach to supporting her team's development and engagement with occupiers across the campus' five large office buildings.

- The Workplace Experience team, Avison Young, London. The team received nominations for their fantastic service levels, personal attention and welcome, modern service style and expert advice in using spaces and technology.

The awards celebrated the skills and experience demonstrated by the teams and individuals that enhance the occupier experience. The value of these professionals cannot be underestimated, they are often the first person who engages with building users in a working day, or the person at the end of the phone when there is an issue or help is needed. The Avison Young team demonstrate a fantastic range of skills, pre-empting customer needs, communicating information and delivering memorable workplace and visitor experiences.

Head of Customer Service – Carly Jarvis said: "Taking the time to reward and recognise our service personnel's achievements is another important step in our continued investment to enhance our front-line services which deliver exceptional experience for our clients, with a new approach to recruitment, onboarding and training introduced in 2022. We look forward to celebrating even greater successes in our front-line services in 2023."