

ESS Launches 'ImprESS' Customer Service Excellence Programme

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ESS, part of [Compass Group UK & Ireland](#), has launched ImprESS, a colleague training programme specially developed to put clients and customers at the heart of its service delivery. Whether they are providing catering, retail, cleaning or one of multiple facilities management services, ImprESS supports and empowers the company's frontline employees in their everyday interactions.

The programme includes targeted training modules designed to sharpen customer service skills, covering knowing and communicating with customers, exceeding expectations, conflict management and living the brand, mission and values.

Engaging content is delivered by AI-generated avatars, meaning courses can be quickly and easily updated to reflect changing business needs. Colleagues complete the programme at their own pace via e-learning, supported by face-to-face introductory sessions and celebratory events when they graduate from the course.

ImprESS has been developed following feedback on in-person customer service training. Employees highlighted a desire to maintain the momentum of their learning at their own pace and revisit the material covered, while managers were keen to enrol new starters quickly. All of this is achieved via the new digital platform.

ImprESS is being launched across the business during National Customer Service Week which runs from 6th to 10th October. ESS is also marking the week through a campaign to recognise and celebrate those who deliver excellent service to customers across a variety of roles.

Sharon Baker, Business Process and Governance Director – ESS, commented: "Great customer service is

an essential part of our business, but the expectations aren't always clear and measurable. ImprESS breaks down the different elements of engaging positively with customers, enabling us to support our teams, celebrate high performance and improve where needed. This is an ongoing area of focus for us and the course builds on previous training which we've developed and enhanced after listening to our employees"

Bob Gray, Managing Director – ESS Defence, Marine & Aerospace, added: "We're a people-led business and delivering excellent customer service runs through everything we do. I'm delighted to be launching ImprESS to reinforce our focus in this area and ensure our teams remain industry leading. The smallest interaction has the power to transform a customer's day and that's the driving force behind this programme – I can't wait for our colleagues to get started."