

To all Estates Staff

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Customer First 2013 Outcome

I am extremely pleased to announce that the Estates Division has for the second time **attained the national standard for Customer First**.

You may recall we were first awarded this standard 2 years ago, with re-accreditation being due this month. In order to achieve, and then retain the standard we are assessed against 30 statements focussed on:

- Building Customer Relationships
- Maximising Market Awareness
- Developing your People

Not only did we achieve the standard, but in the assessor's words, "**we passed with flying colours**", had produced "**an exemplary submission**" and were also told that **Estates have a whole host of dedicated staff who are passionate about what they do**.

I would like to take this opportunity to thank all staff for their contribution towards this success, and for your continued hard work and dedication in ensuring that we not only meet but that we constantly strive to exceed our customers' expectations.

I would especially like to thank Beni Ahjem for her painstaking efforts in overseeing the whole process and also thank all staff who were chosen by the assessor to represent Estates in a series of one to one interviews over the last 2 days.

Regards



Julian Robinson
Director of Estates