



INFORMATION

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Rhema Group delivers Customer Services Training for BOC Hazardous Liquids Drivers and Planners

When the Special Products Division of market leader BOC Gases in the UK appointed transport and logistics companies TDG and GCA to deliver hazardous liquids to their aerosol and foam product manufacturer customers they turned to Rhema Group for help.

There was not only a requirement for the drivers from the two companies to be trained in the provision of exceptional customer service skills there was also a need for the drivers and their load/route planners to work seamlessly together. Drivers and planners needed to perform as one team dedicated to excellence in customer service.

Competency Frameworks and Service Level Agreements spelt out the behavioural measures and objective outcomes which needed to be achieved but what was also needed was training to impart the necessary customer service insights, knowledge and skills and to create a 'one team' mindset.

After a detailed fact-find Rhema Group Director William Burton designed and delivered a workshop entitled "Delivering Excellence in Customer Service" which was attended by both drivers and planners.

The workshops, being run on an ongoing basis, cover the key issues of building positive relationships with customers, handling challenging situations and problems and creating new business opportunities.

Bob Girvan, Project Manager, Special Products, BOC Gases commented "I am completely convinced that it was time and money well spent. I have heard nothing but favourable reports. I think we have laid the foundations of an excellent customer service offering".

William Burton, Rhema Group Director added – "The drivers and planners are key to the successful delivery of customer service and working together they can add a great deal of value to the customer relationship. By training them together we were able to break down internal barriers and build very powerful customer service teams. Customers have noticed the difference and have been quick to congratulate BOC on this initiative".

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Notes to Editors

The Rhema Group www.rhemagroup.com is a highly respected and well-established UK human resource development company which also operates globally. Founded in 1985 by MD Jeremy Francis, Rhema (a name derived from the Greek for *inspired word*) has won a solid reputation for innovation, quality and reliability of delivery of people development and performance.

Focusing on Talent Development, Management Development, Performance Management, Customer Service and Selling Skills, Rhema provides on a 24/7 basis customised and blended solutions involving business consultancy, assessment/psychometrics, training, coaching, software and E-learning (via internet and client intranets).

Rhema Group includes a roster of talented and experienced UK consultants, and through 25 international partners of best practitioner status in Europe, USA, South Africa, Australia and S.E. Asia, Rhema delivers proprietary products and services globally in a variety of languages – in particular to multinationals looking for high quality, customised and consistent international roll-out of centrally mandated people development programmes and assessments. Clients include Microsoft, Société Générale, Reed Business Information, BOC Group, International Financial Data Systems, Institution of Civil Engineers and leading Dutch vendor lease organisation De Lage Landen.