

# “Crucial Customers”

## Are you putting your Customer First?

Wednesday 16th December 2009  
11:00am - 12:15am  
The Quadrus Centre, Boldon



The  
Quadrus  
Centre

managed by  
 TEDCO

Now more than ever, your customers are crucial to your business and good customer service has become one of the most important aspects of your business.

This **FREE** event has been tailored for organisations who want to learn more about how Putting Customers First can improve their business performance. Organisations that have achieved the Customer First Standard are seeing measurable results. Some of these benefits include increased customer satisfaction, gain in market share and bottom-line impact.

The event aims to provide attendees with the opportunity to understand the benefit and impact the Standard has on organisations and their customers.

### The Crucial Customers event will include:

‘Absolutely Fabulous Customers’

- Carol Taylor, Solutions 4 Enterprise

‘Our customers – Our responsibility’

- Doug Scott, TEDCO

‘FREE Bubbly Tasting’ by Proteas Wines Ltd

In association with:

Solutions 4 Enterprise  
  
‘making it happen’

To book a place on this FREE event, please contact TEDCO on:  
(0191) 428 3535 or e-mail [jmackley@tedco.org](mailto:jmackley@tedco.org)  
[www.tedco.org](http://www.tedco.org)