

# National Customer Service Week in ODP

Departments across the Operational Delivery Profession are currently getting ready for this year's National Customer Service Week (NCSW), which is being held from 7 – 11 October 2019.

Supported by the Institute of Customer Service, the week-long campaign is a fantastic opportunity for us all to celebrate the outstanding customer service, demonstrated across ODP every day, as well as really focusing on the service we deliver, reflecting on our own skills and the skills of our teams.

You can find out more about the campaign here including how to access resources to promote in your department –

<https://www.instituteofcustomerservice.com/events/ncsw>

Here in ODP we have a strong link to customer service and we are committed to helping you to boost your skills. Find out more about the package of qualifications on offer to you in ODP here –

<https://www.gov.uk/government/news/qualifications>. We also offer a comprehensive apprenticeship to enhance your skills further, find out more here <https://www.gov.uk/government/news/apprenticeships>.

Customer service is always a hot topic in ODP, and throughout the week we will bring you a range of learning and reading linked to the daily themes, as well as sharing best practice from our colleagues across the profession. Keep checking this article for more updates throughout the week and we'll be posting bitesize tips and learning on our social media channels. Not following us on social? Check out our Twitter page here –

<https://twitter.com/OpsDelProf> or if you prefer Facebook, you can access our account here – <https://www.facebook.com/OpsDelProf/> Remember to use the #ProudToBeODP and #NCSW2019 to link to the campaign, you can also tag us in @OpsDelProf.

Looking for inspiration to run your own activities during NCSW2019? The Surge and Rapid Response Team (SRRT) are supporting the campaign with all nine hubs sharing nominations and success stories for their very own Customer Service Champions Awards. A judging panel has been agreed who will be presenting awards at exclusive ceremonies throughout the week.

They will also be holding information sessions on what NCSW means in SRRT, sharing in buzz sessions in the lead up to the campaign. The team will then be running customer service quizzes, promoting specific learning as part of the ODP offer, hosting a dial-in with senior management team and holding drop in sessions for colleagues to talk to managers about their customer service issues, successes or ambitions.

Colleagues in HM Passport Office are getting involved, taking each daily theme as a base to run sessions on subjects such as Exit surveys, customer segmentation sessions, hitting the self-assessment target and of course, celebrating customer service superhero awards.

The Department for Work and Pensions will be promoting the campaign throughout the week by running a variety of web-based activities and highlighting different aspects of customer service, linking to our main ODP campaign as well.

It's certainly shaping up to be a great week. As always, we would love to hear from you so if you are running a NCSW event we haven't mentioned, and you want to get involved, please do get in touch and tell us about it – [odp.crossgovernmentcommunications@hmrc.gov.uk](mailto:odp.crossgovernmentcommunications@hmrc.gov.uk)