

In line with our dedication to ensure we remain your preferred supplier, Skillsarena make this commitment to quality upon which you can rely

*We undertake to supply for your benefit, **at no additional cost**:-*

- ❖ A dedicated Account Manager
- ❖ Account management visits
- ❖ Refresher training to ensure new members of staff are proficient in using the systems
- ❖ Regular contact and dialogue
- ❖ Full IT support for customers and candidates

When you call us, we undertake to:-

- ❖ Be approachable, helpful and considerate
- ❖ Treat you with courtesy and respect
- ❖ Listen and respond to your needs

Our aim has always been and remains:-

- ❖ Our customers to experience the excellent standards of service, they have come to expect
- ❖ To deal with any complaints promptly, openly and fairly.
- ❖ Provide you with regular updates and feedback on any issues.
- ❖ To continually improve our systems and service.
- ❖ To welcome customer feedback
- ❖ To measure satisfaction levels and keep you informed.

