

Example of Practice - Customer Service Training

This example is drawn from the comprehensive Customer Service training for all Student Support colleagues at UCLAN. It was developed to help colleagues think through the impact of different forms of communication for students and to demonstrate best practice.

Please see also the "Key Phrases" document that provides guidance for face-to-face service conversations.

Email Correspondence - Correction Exercise

Please read the example email below (in your activity booklet) which isn't up to our Student Support standards.

It's your opportunity to "be the teacher" and correct the email as you see fit.

Work on these in pairs/threes to create a suitable option to share with the group.

Make this email the best it can be:

Hi Student,

We're unbale to produce a council tax exemption letter for you because you are EL.

You will need to do online enrolment.

You cannot get council tax exemption letter until you're EN. Let us know if you need any help! 😊

Thanks,

Clodagh Colbeck

Email Correspondence - Example Correction

Dear 'Name'

Thank you for your letter request.

Unfortunately, we are currently unable to produce a council tax exemption letter for you as you are not yet enrolled. We can only produce council tax exemption letters for enrolled students.

If you are due to continue your studies this year, please complete online enrolment, accessible via myUCLan and select 'Services for Students' then 'Course Enrolment'. Please contact EnrolmentSupport@uclan.ac.uk if you need any support with your enrolment.

We will keep your letter request on hold, please let us know once you have completed online enrolment and we will look at producing your letter at that point.

Please contact us if you have any further queries,

Kind regards,

Clodagh

To help us improve our service, please complete the feedback form below: <https://forms.office.com/r/RW5rgd2uJK>

+ FORMATTED AUTOMATED SIGNATURE