

## Business Imperatives for Customer Experience

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At Stairway we work closely with the client organisation's top team to ensure that customer satisfaction and retention is a key organisational imperative. We provide practical recommendations on how to make this so.

We use a number of diagnostic tools to help assess how customer orientated your organisation is. These include internal and external focus groups with management staff and customers as well as one to one interviews and questionnaires.

Call us on **01628 526 535** or email [info@thestairway.co.uk](mailto:info@thestairway.co.uk) see how we can help improve your customer experience.