



Achieving Customer Excellence



# Improve your Customer Experience. Grow your business.

A fully-funded programme to strengthen your service and boost results.

**Get clear insights and hands-on support to improve your customer experience. Here's what you can expect from taking part:**

## Mystery shopping to reveal the real customer journey

- ✓ Clear, simple feedback
- ✓ Practical customer experience training
- ✓ 1:1 mentoring tailored to your goals
- ✓ A follow-up visit to track progress

## Stronger customer experience leads to:

- ✓ Higher conversion and average spend
- ✓ More repeat visits and loyalty
- ✓ Confident, consistent teams
- ✓ Better reviews and word of mouth
- ✓ A more resilient, profitable business



**Scan the QR code to register your interest**

[business@westoxon.gov.uk](mailto:business@westoxon.gov.uk) | [www.insight6.com/westoxonace/](http://www.insight6.com/westoxonace/)

# Be Recognised for Exceptional Service



Join the programme and get the chance to shine in the West Oxfordshire **ACE Awards**.

We're celebrating the businesses delivering outstanding service across West Oxfordshire.

All programme participants will be entered into the **ACE Awards**, recognising truly memorable customer experiences.

## What our researchers look for:

- ✓ Strong first impressions
- ✓ Positive customer journeys
- ✓ Warm and knowledgeable service
- ✓ A reason to return!

## Awards:

- ✓ You will be invited to a celebration event — a fantastic opportunity to spotlight your team, celebrate their achievements, and recognise the dedication behind exceptional service.



WEST OXFORDSHIRE  
DISTRICT COUNCIL



**insight<sup>6</sup>**  
CUSTOMER EXPERIENCE SPECIALISTS