



## The Institute of Customer Service Director visits ICTS operations February 2017

Sue Hopson, Client Relationship Director at the Institute of Customer Service (ICS), took time out of her busy schedule to visit our operations at 3 different sites: Heathrow Airport, Amazon Fulfilment Centre in Hemel Hempstead and East Berkshire College.

Customer service is one of the key aspects of our business, so a visit from a Director at the Institute of Customer Service (ICS), was a great opportunity for ICTS to get an outside and expert opinion on how we are doing. It also gave Sue a better understanding of our business.

### At London Heathrow Airport

Sue observed our land-side operations with our partner United Airlines. ICTS employees make up the Airline's entire customer-facing team. United Airlines passengers have the choice of checking-in at self-service kiosks or with our customer service agents. Sue commented on ICTS' agents looking clean and smart in their uniforms and representing the Airline well.

### At the Amazon Fulfilment Centre

LTN2 is an Amazon Fulfilment Centre near Hemel Hempstead, a vast warehouse which is a crucial component supporting the Amazon empire. Sue had the opportunity to observe about 300 Amazon personnel rushing around fulfilling the around 200,000 orders-a-day at the site.

Amazon is at the top of the Institute of Customer Service charts for highest customer satisfaction. Due to this, the ICTS staff must deliver an efficient, unobtrusive, yet thorough security process.

'Demarcation lines' dictate the maximum queue lengths allowed for staff leaving the Fulfilment Centre. In the four years since ICTS won the Amazon contract, this line has never been reached. This is a reflection of ICTS' efficiency and our ability to manage the through flow of Amazon employees to exacting standards. The ICTS teams at Amazon Fulfilment Centres work tirelessly to combat loss prevention. Due to the ingenuity and skill of ICTS staff, a number of potential thefts have been foiled.

### At East Berkshire College

The team then visited a very different ICTS operation at East Berkshire College. There, ICTS personnel control the entrance and patrol the College campus. The team also respond to disputes between students and are usually the first responders to most incidents. Customer service is ranked highly by the College which expects students, staff and anyone visiting the campus to have a great customer experience.

On the whole, the day offered an excellent opportunity to gain an insight into front line operations at three very different ICTS operations.

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Read the following statement from Sue Hopson:

“I very much enjoyed the study tour and it was great to see the ICTS operation in practice. During each of the three site visits, I was able to understand the role of ICTS and some of the challenges your people face on a daily basis, undertaking what can be at times a very demanding and difficult role.

I was hugely impressed by the professionalism and level of expertise from everyone I met – all focused on balancing the needs of the client against providing an excellent customer experience. It certainly helped me gain a deeper understanding of ICTS and the services it provides, which will ensure The Institute can continue to support you in striving to deliver a great service.”

