

WHAT CONSTITUTES
GOOD CLIENT SERVICE?



Join at [Slido.com](https://www.slido.com)

#1373644

Moderator

Emma Roberts - Entrust

Panellists

Phil Eyre – Leaders Consultancy

Clem Hutton-Mills – Goldman Sachs

Emily Osborne – Stephenson Harwood

What words do you associate with great client service?

Head over to [Slido](#) to submit your answers!

Breakout Sessions

Group 1 - Emily

Relationships are the true currency of business, not money

Group 2 - Clem

People buy your service, not your product

Group 3 – Phil

We're judged by our actions, not by our intentions

Elements of great client service

- 1) No defects (i.e. the product / service actually works)
- 2) Timeliness (good timing, not late, not early, appropriate timing)
- 3) Be kind
- 4) Honesty / transparency
- 5) Relating well; fostering a high trust relationship
- 6) 'seeing through their eyes' (empathy)

Does your firm foster a culture / environment which enables you to deliver great client service?

Head over to Slido to submit your answers!

Audience Q&A

Head over to Slido to submit your questions!

What positive change will you make?