



INVESTOR IN PEOPLE

News Service



28 September 2007

DISPLAYS AND EXTRA HELP ON
RECEPTION AND SWITCHBOARD



At your service!

RECEPTION staff at East Devon District Council will be getting some extra help next week – from the council's Leader, Chief Executive and Deputy Chief Executive *.

The three additional team members are helping the council to celebrate National Customer Service Week – but there are also many other interesting ideas planned for the Week, which starts on Monday 1 October.

Helping to answer telephone calls from customers will be EDDC's Chief Executive, Mark Williams, and Deputy Chief Executive, Denise Lyon. Meanwhile, Council Leader Councillor Miss Sara Randall Johnson will be assisting on the main reception desk.

In addition to the routine service provided by EDDC's customer service centre and reception desks, a number of support organisations will be manning displays at Knowle during the Week.

These include:

- Devon Welfare Rights
- Age Concern
- EDF Energy
- Devon and Somerset Fire and Rescue Service (smoke alarms advice)
- Citizens' Advice Bureau

The displays should prove interesting to everyday visitors to Knowle, but clearly they are likely to bring more visitors into the council reception area than normal, as people call in to find out more about Welfare, Energy and the Fire Service.

*** Timetable of events:**

Monday 1 October: Devon Welfare Rights (9.00 - 12.00)

Tuesday 2 October: EDF Energy (9.00 - 5.00) / Age Concern (10.00 - 12.00)

Wednesday 3 October: Fire Service (9.00 - 5.00)

Thursday 4 October: Citizens' Advice Bureau (9.00 - 12.00)

Friday 5 October: Sara Randall Johnson on reception (2.00 - 4.00) / Mark Williams on switchboard (10.00 - 12.00) and Denise Lyon on switchboard (2.00 - 4.00)

For further press information please contact:

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