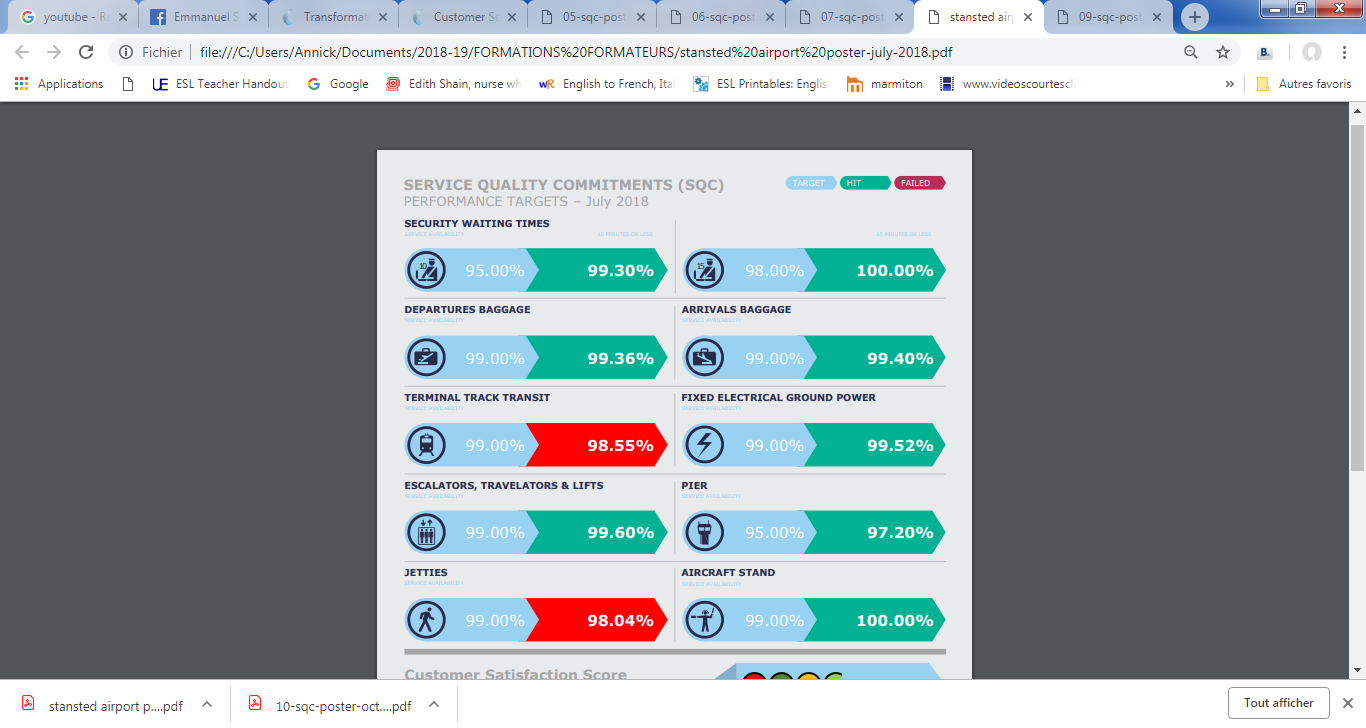
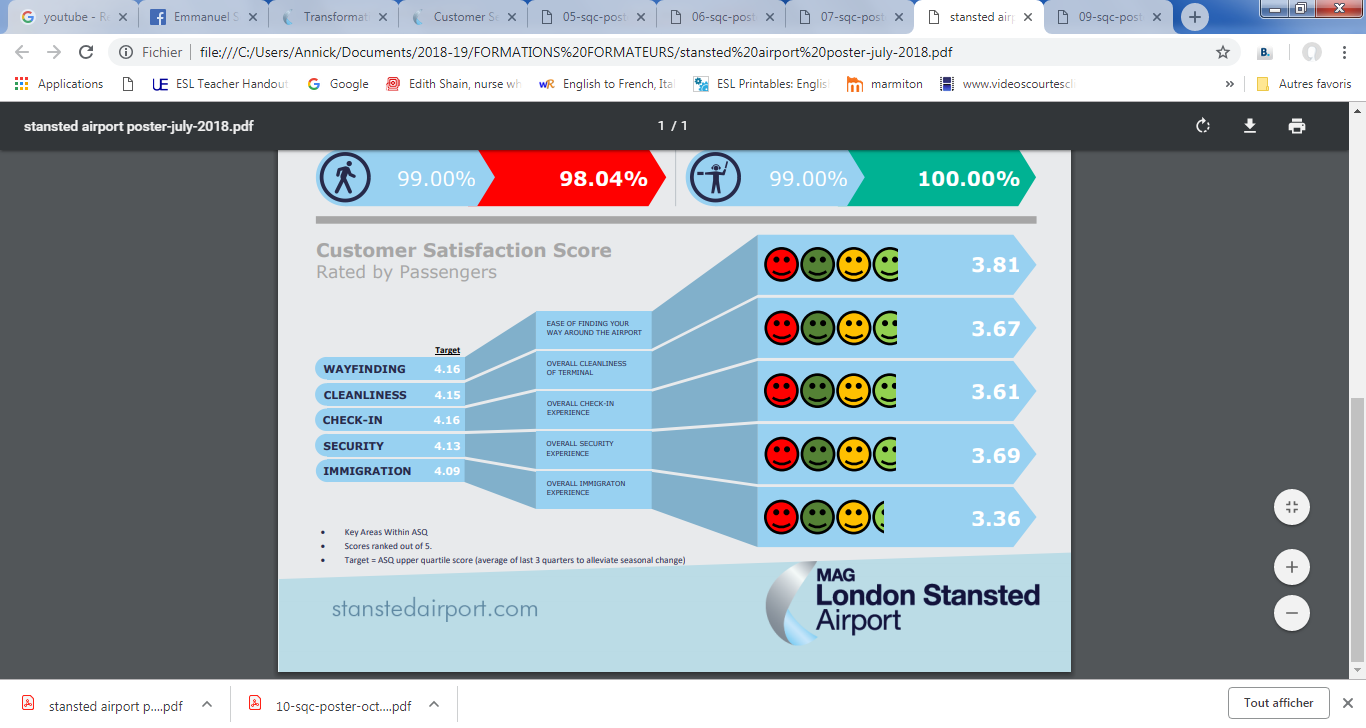
**STANSTED AIRPORT**

**BTS NDRC - ANGLAIS (LV1)**

**Customer Service Performance Targets**





<https://www.stanstedairport.com> – July 2018

SITUATION:

You are the Manager of the Customer Relations Department at London Stansted Airport. You are preparing the next meeting with the Board of Directors. You are consulting the latest results that you will have to present to the Board members and you need to prepare your ideas for the meeting. What arguments can you present from these results?

Take the following hints into account:

- Is/are there a/any sector(s) in which you have failed to reach your targets?

-Which sector is the least satisfactory?

-How can you involve the staff more in your objectives, so that the services to your clients improve?

-What improvements could you suggest to upgrade the airport facilities?

-Is there another sector that you think might be developed to improve your customers’ satisfaction?