

Contact Centre Services



Chartered Trading Standards Institute
Building **Better** Business

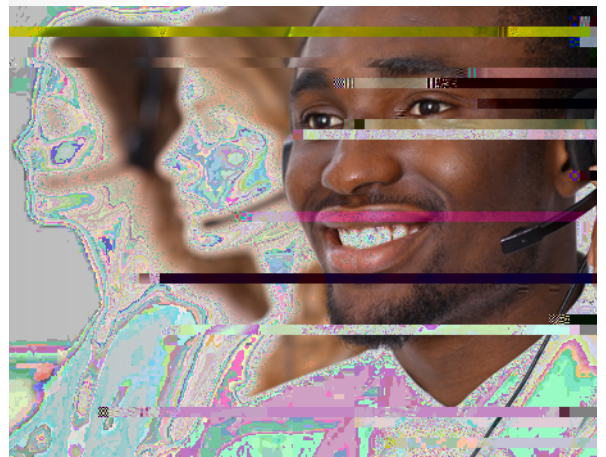


The business behind your business.

We can provide the experience and skills that help set your business apart.

At CTSI we are proud of our long history of providing services to government and businesses. From consumer law training to bespoke technology systems and contact centre services, our expertise and highly regarded reputation makes us the perfect partners to help your business succeed.

Our brand is trustworthy and reliable and synonymous in protecting consumers and safeguarding businesses. Alignment with the CTSI brand offers a way for your business to distinguish its offering from that of your competitors.



Consumer Law Training

Our consumer law training is written by consumer law experts and delivered by our highly experienced team of trainers. We will work with you to produce the most effective learning method to suit your organisation, which can be delivered in the convenience of your own premises, the CTSI training suite, or online, using tools such as webinars and telephone tutorials. We specialise in consumer law training on both a domestic and European level, with the option for a more in-depth focus on key areas.

Customer Service Training

Good customer service builds reputation, increases customer satisfaction and encourages customer loyalty. Our Customer Service Excellence accreditation demonstrates our success in

**WINNERS OF A NATIONAL HERO AWARD 2019 FOR
OUTSTANDING TRADING STANDARDS PROJECT**

CTSI's extensive range of business support services also include:

Auditing and Accreditation | Business Support and Advice | Finance and Administration | Business Training & Consultancy

Building **Better** Business

C

Chartered Trading Standards Institute
1 Sylvan Court
Sylvan Way
Southfields Business Park
Basildon, Essex
SS15 6TH

Tel: 01268 886697

productinfo@tsi.org.uk
www.tradingstandards.uk