

SERVICE EXCELLENCE CONFERENCE

@Bournemouth University

The inaugural Service Excellence conference held recently on the Talbot Campus proved to be a great success, with over 260 staff from all over the university attending the all-day event.

The day included numerous speakers, presentations, workshops and stands intended to motivate staff to think about the different ways service excellence can be embedded at BU. There was also food and wine tasting as well as a Disney competition!

Here's what some of the attendees said:

I thoroughly enjoyed the event today and think it was brilliantly put together. For me it stood out from other events in terms of the guest speakers and the other external presenters who brought their invaluable experience with them. **I've taken so many things away that I'd like to try with my team and it has left me feeling quite invigorated!** It was a really fun day ... also the little touches like the cheese and wine and the cakes and ice cream at the end do help to make it even more memorable!

"I found the whole day inspirational, informative and it was amazing to hear about the training outcomes"

"Congratulations for putting together a great agenda, presentations and speakers. **The content was inspired and very professionally delivered from beginning to end.** I heard so many people towards the end talking positively about the whole day."

"The day was fantastic, congratulations - everyone went away smiling and positive from Service Excellence!"

"A big 'Congratulations' for today's event – you set a high bar and I believe you achieved it. The speakers and sessions were all excellent and the pace of the day kept everyone engaged and on their toes. The level of fun balanced perfectly with the seriousness of the message being promoted about 'Service Excellence and **in my view this was definitely one of the best conferences that I have attended**"

"It was great to see so many aspects which were designed to plant seeds, live beyond the day and make a real, positive difference to BU with immediate effect."

"Overall, it was a really engaging experience which didn't just stop at explaining what service excellence is and how others embody it, but showed how it is already alive at BU. **I was shocked at how much I'd forgotten about all the good work going on around BU.**"

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