| Hints and tips for healthy customer service Retail Monter: 1463 Mathylettics | | |
|---|----------------------|------------------------------|
| | Sales receipt | |
| Welcome r | nore customers | |
| Small chan | ge makes a big diffe | erenceÉÉÉÉ |
| Map the cu | istomer journey | |
| Keep custo | mers loyal | EFFE |
| Increase n | et profit | |
| Doing the | right thing | |
| More than | just a shop | |
| | Total | savings: ££££££ |
| | | UNIT Number Agoing Challenge |
| ilc | STIRLING | Marrie Street |

ilc... Retail Guide

Hints and tips for healthy customer service: references

Page 4

Purple Accessibility Tools 'The Purple Pound'. *Purple*. Available at: <u>The Purple Pound – Info-</u> <u>graphic – Purple (wearepurple.</u> <u>org.uk)</u>

UK Customer Satisfaction Index (2023). *The Institute of Customer Service*. Available at: <u>UK Cus-</u> <u>tomer Satisfaction Index (UKCSI)</u> <u>* Institute of Customer Service</u>

Page 5

House of Commons (2022). 'HMRC performance in 2021-22'. *House of Commons, Committee of Public Accounts.* 19 December. Available at: <u>HMRC performance</u> in 2021–22 (parliament.uk)

Espiner, T. (2023). 'BT to cut 55,000 jobs with up to a fifth replaced by Al'. *BBC News*. 18 May. Available at: <u>BT to cut</u> 55,000 jobs with up to a fifth replaced by AI - BBC News

Bell, D., Wolf-Eberl, S. & Posch, P. (2018). Dementia and mobility - issues, needs and solutions. *Transactions on Transport Sciences*. 9. 55-63. 10.5507/ tots.2018.005. P. 59 Available at: (PDF) Dementia and mobility - issues, needs and solutions (researchgate.net)

Page 6

UK Customer Satisfaction Index (2023). *The Institute of Customer Service*. Available at: <u>UK Cus-</u> <u>tomer Satisfaction Index (UKCSI)</u> <u>* Institute of Customer Service</u>

Wright,G. (2023). 'Oxford Street houses more empty stores that average British high street'. *Retail Gazette*.21 March. Available at: <u>Data: Oxford Street houses more</u> empty stores than average British high street - Retail Gazette

Page 7

Max Contact (2022). Duty of Care Gap. *Max Contact*. 14 June P. 3. Available at: <u>Duty of care gap</u> <u>report: The cost of poor mental</u> <u>health to your business - Max-Contact</u>

Clark, J. (2022). 'UK customer service complaints at highest level on record'. *The Guardian*. 5 July. Available at: <u>UK customer</u> <u>service complaints at highest</u> <u>level on record, research finds |</u> <u>Business | The Guardian</u>

Page 8

Institute of Customer Service (2023). 'UK Customer Satisfaction Index'. P.20. July. Available at: <u>ICS UKCSI Main</u> <u>Report_July_2023_ONLINE.pdf</u> (instituteofcustomerservice. com)

Age UK (2017). Age Friendly Business (2017). *Age UK*. P. 24. Available at: <u>rb_feb17_age_</u> <u>friendly_business.pdf (ageuk. org.uk)</u>

Page 9

Sabanoglu, T. (2023). 'Car and vehicle purchases: Weekly household expenditure in the UK 2022, by age'. *Statista.* 18 August. Available at: <u>Car and</u> <u>vehicle purchases expenditure</u> by age UK 2022 | Statista

Yao, L. (2019). 'Ageing and Beauty' blog. *University of Oxford.* 25 September. Available at: <u>Ageing and beauty | Oxford</u> <u>Institute of Population Ageing</u>

Age UK, (2017). Age Friendly Business (2017). *Age UK*. P. 4. Available at: <u>rb_feb17_age_</u> <u>friendly_business.pdf (ageuk.</u> <u>org.uk)</u>

Page 11

Zolyomi, E. (2019). 'Strategies for supporting social inclusion at older age'. *Directorate-General for Employment, Social Affairs and Inclusion.* September. P. 13. Available at: <u>https://ec.europa.</u> <u>eu/social/BlobServlet?do-</u> <u>cld=21810&langld=en</u> p.13

Sienra, R. (2022). 'Checkout lanes for senior citizens who could use a chat'. *My Modern Met.* 8 December. Available at: <u>Super-</u> <u>market Adds "Slow Lane" for</u> <u>Older People Who Like to Chat</u> (mymodernmet.com)

Page 12

Burke, M. (2023). Instagram Mollyburkeofficial. August. Available at: <u>Molly Burke (@</u> mollyburkeofficial) • Instagram photos and videos

Page 14

Victor, R et al. (2019). ' Sustainability of Blood Pressure Reduction in Black Barbershops'. *Circulation.* 2 January Vol. 130, Issue 1. Available at: <u>Sustainability of Blood Pressure</u> <u>Reduction in Black Barbershops</u> [Circulation (ahajournals.org)





