

Customer Service Handbook

5th Edition October 2025

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The following updates have been made to the 5th edition of this publication.

Page No	Update comments
12	How customer expectations are formed – additional bullet point added (6 th bullet point) <ul style="list-style-type: none">the customers' experiences with different service providers, which can influence what they expect from other organisations
22-23 (previously on page 19- 20)	Adapting methods of communication and behaviour – this content was previously in Section 3, pages 19-20 and has been moved to Section 4, pages 22-23 to improve the flow.
20 (previously on page 22)	Informing and reassuring the customer at all stages – this content was previously in Section 4, page 22 and has been moved to Section 3, page 20 to improve the flow.

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