



ROS GARDNER

Graduating from Southampton University Ros joined a major retailer undertaking a variety of appointments divisionally and at Head Office. Her work on the development and delivery of a wide range of corporate training programmes covered all areas of recruitment, management and communication.

Ros later went on to become Manager of the Customer Services Department, which included responsibility for a complaints department handling a quarter of a million customers per year.

Ros then spent two years as the Director of Field Services of the National Association of Citizens Advice Bureaux, with responsibility for the overall operation of Citizens Advice Bureaux throughout England, Wales and Northern Ireland. In this role she was instrumental in co-ordinating the disparate cultural and political anomalies of this renowned public service. Simultaneously Ros also began her work in the Cabinet Office as a member of the Citizens Charter Complaints Task Force, helping to identify and implement best practice in customer care within the public sector.

Ros now runs her own successful consultancy, specialising in **Customer Care Excellence** and **Complaint Handling**. Working with a wide range of clients she continues to help businesses exploit the opportunities that customer care provides. She has also been employed as a Special Adviser to various Government Departments, providing help and guidance on Service Delivery.

As a professional keynote speaker on the subject of Customer Care Excellence, Ros has spoken widely at conferences in Europe. As a writer for a number of professional and business publications, Ros continues to make her message known - '**Investment in Customer Care Excellence will positively impact the balance sheet of any business**'.

Ros is a member of the National Speakers Association (USA). She is also a Founder Director of The Professional Speakers' Association in the UK, and a member of the National Federation of Consumer Groups. She is also a member of the School Teachers Review Body, Chair of the Complaint Audit Committee of the Immigration & Nationality Directorate of The Home Office, and is the Independent Complaints Mediator for the Criminal Records Bureau.

Contact: Arena Entertainment (UK) Ltd
0113-239-2222 / info@arenaentertainments.co.uk / www.arenaentertainments.co.uk