



# Start Spreading the News!

*I have just returned from a fantastic trip to New York. It was my first visit and it was everything I imagined and more.*

*Reflecting back on my adventure, I feel a sense of warmth and happiness reminiscing each day and the landmarks I had visited during my stay including The Statue of Liberty, The Empire State Building and the 9/11 memorial. What makes me feel like this is not the fact I was in New York (which was surreal in itself!) but the customer service I received wherever I went.*

*From the moment I stepped onto the aeroplane to New York to the moment I landed back in the U.K, I was greeted with big warm smiles.*

*The flight attendants throughout the 8 hour flight did not fade whilst they were on their feet attending to us all, continuously walking up and down the aisles with food and drink.*

*When arriving at the hotel we were greeted by the doorman, he was very well dressed with a friendly smile and opening the door for us instantly.*

*Our room was not ready when we arrived so we were invited to leave our bags in the secure lock up luggage room. Again we were readily greeted by the Porter who took our suitcases from us onto the trolley and into the room. He asked when we would be requiring them so as to make sure he had them ready for us on our return.*

*We ventured out to start discovering New York and headed towards Central Park.*

*On street corners there were lots of sellers offering open Bus tours, Theatre shows etc. all polite and courteous even after we declined their offers.*

*There were stalls selling photographs, paintings and jewellery and at the entrance of Central Park there were several men offering 'Pedi car' tours around central park. We took up one of the gentleman's offer and had the most enjoyable tour around the park stopping at certain landmarks where he offered to take photographs of us all.*

*He was very informative and friendly and although the experience wasn't cheap (approx. £60 for 2 people); I felt I got value for money as he was so knowledgeable and fun. I remember it as such a happy experience. Throughout the stay I encountered similar experiences when visiting all the other landmarks as well as at all eateries, shops and restaurants.*

*I feel, from my experience I received, as a visitor over in New York it reflects the customer service we strive to achieve here at Millbanks.*

*From the first point of contact, whether it's from a telephone call or if you walk into our office as a customer, we want you to leave with that same feeling of warmth and helpfulness and to remember your experience with Millbanks with a big smile on your face too, just like I have when thinking of my time in New York.*