

Welcome to

Finchley Court



Telephone Answering Service /Property & Facility Management

Finchley Court



Trigate, 221 Hagley Road West
Birmingham, B68 0NP
Tel:- 0800 977 5648
Fax:-0845 299 1600

Service Desk-

Where **Your** Customers come First

Finchley Court is one of the oldest privately owned call centres in the UK. Although our client base covers a wide variety of business types, we have specialised and have become a leader in the provision of service/helpdesk and facility management. This has been achieved by developing a sophisticated, but easy to use system that enables our telephonists to take a balanced and measured response to complex engineering problems.

All incidents are recorded on a bespoke computer system designed by our IT Department. The system aids the telephonist to be accurate and efficient when speaking to your customers. Each message is logged in date and time order so an operator will have a history of events relating to an incident as they speak. This enables the operator to have a meaningful conversation with your customer. The database can be used to gather information and produce stats on request.

Our telephone system has a facility for each client to promote their company with a voice over. Calls are monitored to ensure adequate staffing. We can also produce performance stats.

Training

All our staff attend regular training programmes and are encouraged to be part of your team, working with your staff to ensure customer satisfaction.

Capacity

The average number of incidents logged per month is 14,000.

Our Clients

75% of our customers have been with us for 8 or more years.

Message Statement

Finchley Court has a straight forward approach to business with an easy to understand billing system, and place great importance on ensuring that your customers receive the best possible service within their contractual rights. All the staff at Finchley Court appreciate the trust that our clients place in us when we become their front line.

