

## **Fold Housing & HAIL: Invitation to Tender - Customer Service Training (<https://www.activelink.ie/node/113965>)**



### **Fold Housing and HAIL, joint Customer Service training proposal**

Fold Housing and HAIL are seeking to engage the services of a suitably experienced trainer to deliver bespoke Customer Service training to their staff.

This joint training initiative is in response to the increasing tenant base across both organisations and the need to enhance a professional, tenant-focused customer service approach.

#### **Scope of Work:**

Design and deliver a tailored training program that equips staff with the skills to manage tenant interactions effectively, handle complex queries with professionalism and empathy, and maintain a high standard of service delivery.

#### **The training programme should include but not be limited to:**

- How to all deal with customers/ clients/ tenants across the organisations taking a uniformity approach that is aligned with both organisational cultures.
- Incorporate best practices in customer service within the housing and housing support sectors, with a focus on managing challenging conversations, complaint resolution, and fostering positive relationships.
- Customer's point of view – enabling staff to 'see the situation from the other side' and reflect on same in order for them to adapt/tailor their approach.
- Strategies for managing difficult & distressing calls, where tenants and clients may be particularly agitated.
- Roles and responsibilities e.g., helping front line staff to understand where their role lies, and to stipulate a clear process for escalation of concerning or distressing calls when appropriate.
- Customer service in a multicultural sector
- Please include examples of how you will enhance confidence of employees on how Fold and HAIL deal with tenants and clients, acknowledge the skills and aptitude they already possess, ensuring they feel satisfaction in how problems are dealt with, strengthening tenants/clients' relationships and uphold the reputation of the organisations.
- Please include best practice approach throughout the organisation to welcome and use complaints to improve and build relationships and improve customer service and how this can filter throughout the organisation.
- A written report encompassing feedback/ evaluation from participants, key learning outcomes and key recommendations for both organisations.

**Please see full Tender Document attached below.**

#### **Closing date for submission of tenders**

The closing date for receipt of tenders is 5pm on Tuesday, 18th March, 2025. Tenders should be returned to [julie@hail.ie](mailto:julie@hail.ie) (mailto:julie@hail.ie) and [Alison.Foran@foldireland.ie](mailto:Alison.Foran@foldireland.ie) (mailto:Alison.Foran@foldireland.ie)

**Region**

Dublin & Meath

**Date Entered/Updated**

20th Feb, 2025

**Expiry Date**

18th Mar, 2025

**Attachment****Size**

Joint Customer Service Training Tender  
FINAL\_0.pdf

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KB

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**Source URL:** <https://www.activelink.ie/vacancies/tenders/113965-fold-housing-hail-invitation-to-tender-customer-service-training>