



The customer service team from L-r Gary Rayworth, James Grabham , Zoe Gibbons, Ian McDonald and Andrew Dodds with commercial director Stephen King

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## Go North East's customer service team in the judging seat

Team members from [Go North East's award-winning](#) customer service team swapped their phone calls, emails and social media enquiries to take a leading role in choosing the best-of-the-best among the region's top contact centre professionals at the annual North East Contact Centre Awards.

Together, the 12-strong team combined their years of experience, customer service skills and knowledge to shortlist hopeful candidates before deciding who had the edge to take the acclaimed Contact Centre Advisor of the Year

title.

Stephen King, commercial director at Go North East said: “We’ve had a dedicated in-house customer service team for nearly two decades - a first in an industry that typically calls-in third party resource. Having a local team on the ground helps us to deliver the high standards of service Go North East is known for.”

Go North East’s customer service team provides direct open and honest communication with its customers seven-days-a-week through social media, live chat and via telephone and post.

Stephen added: “Dealing with an average of around 2,500 customer service calls each month, our team knows what it takes to excel as a customer advisor. As well as calls, they manage a community of over 106,000 Facebook and Twitter followers every day, which has seen us receive independent recognition from Socialbakers as one of the UK’s top 10 ‘Socially Devoted’ companies.

“The entire team took pride in using their talents to judge the awards and was impressed with the high calibre of entries.”

In celebration of the frontline and support staff being recognised, the customer service team also attended the glittering awards ceremony at Ramside Hall alongside over 350 leading organisations from the regional contact centre industry.

Stephen finished: “Around 175,000 people use Go North East bus services every day and it is our people that help to take care of every journey.

“We recognise the importance of rewarding team success and were honoured to help select and champion local talent from one of the region’s burgeoning industries.”

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[Go North East website](#)