

## Customer service watch

This is Money

Last updated August 2006

[thisismoney.com/uk](http://thisismoney.com/uk)

THE British maybe renowned for our sense of humour but the biggest joke of all it seems is how bad - in a largely service-based economy - we are at customer service.

That could be about to change. According to a recent survey, customers are finally waking up to the idea of voting with their feet.

The report, by a leading firm of management consultants, found that banks, utilities, internet providers and phone companies are suffering the the most at the feet of defectors.

Nearly six out of 10 interviewees had switched at least one service provider in the last year because of poor service, rising to nearly 20% for banks, utility companies, internet providers and home telephone firms.

And the most hated aspect of poor customer service, said the survey of 1,000 people, is being kept on hold during a phone call. In second place is having to repeat the same information to different members of staff a close second.

At number three is the inability of so-called customer service staff to answer basic queries.

So who are the worst offenders? Bookmark this page and comeback regularly as This is Money keeps tabs on the contemptable and publicises the heroes of customer service.

[View Source](#)