

Residential, Catering and Conference Services (RCCS) Department Customer Promise

“Staying on Track for Quality Service”

Brunel Conference Services

Our Prime Objectives

- To deliver a first class, value for money service
- To offer a warm welcome to all our customers

Brunel Conference Services offers a venue with variety, quality and outstanding value for money. In today's ever changing and demanding market we endeavour to meet our customer's individual needs as best as we can.

With external accreditations such as Hospitality Assured, Meetings Industries Association and Quality in Tourism, we can assure our standards meet customer's expectations.

For further information please visit www.brunelconferenceservices.co.uk

Customer Satisfaction Methods

To be able to fulfil our customer promise we rely on feedback from our customers and are continually upgrading our facilities and services to our clients.

If you feel that we are not fulfilling our customer promise or have any comments regarding the service that you have received, please contact Brunel Conference Services, by e-mail: conference@brunel.ac.uk or by telephone: 01895 238353 or by post to Brunel Conference Services, Brunel University, Kingston Lane, Uxbridge, Middlesex, UB8 3PH. We value your feedback.

Established quality in a time of change

Residential, Catering and Conference Services Mission Statement

‘Residential, Catering and Conference Services aims to provide a range of quality hospitality services to all of its customers within the educational environment of Brunel University.’

