**Lexicon Relocation Relocation Experience**

Lexicon Relocation is an award winning leading and well-respected provider of relocation services with a broad based client list.

Areas of Operation

Lexicon Relocation operates in three principal business areas:

* The provision of a full menu of relocation services to support corporate clients in the Private and Public Sectors who are relocating staff within the UK.
* The provision of a full range of Bulk / Group Move Services.
* The provision of International Assignment Services for Assignees inbound or outbound to or from the UK.

**Commitment to our Clients Assignees**

* To provide an innovative menu driven approach offering assignees the widest choice of UK Domestic and International Mobility services – all within a strict relocation budget framework.
* To provide every assignee with a Single Point of Contact
* Experienced relocation Advisers with on average 10 year’s experience who are qualified to deliver all aspects of the service being delivered to the assignee.
* Lexicon Relocation do not operate Voice Mail or Option Keys during office hours – All calls are answered within 3 rings by a human being.
* Operate a low case load to enable our Relocation Advisers to spend quality time on each and every case to provide a true and sustainable single point of contact.
* Each assignee can be provided with access to the Lexicon Relocation Information System to allow them to access and take ownership of their relocation
* Each assignee will have access to a network of highly qualified suppliers including a leading panel of Removal Companies so that they can have real choice and confidence when moving house goods across time zones.
* To remain always small enough to care about each and every employee’s relocation but large enough to cope with a Group Move of over 500 staff.

Communication

Each Adviser is ‘multi-skilled’, being trained to handle all aspects of the Assignee’s relocation from the initiation to completion in the destination area.

Unlike some other companies in the industry, we do not have different staff or teams dealing with each aspect of the move, as we find that most customers prefer a **single point of contact** throughout their relocation.

Every Lexicon Relocation Adviser has a colleague who is the designated contact if the Adviser is unavailable when an Assignee calls. The back-up member of staff is normally introduced at the start of the relocation. All our staff have a direct dial telephone number which they will give to the customer, together with their personal email address.

The initial contact is extremely important as it sets the tone for the entire move, and the first call will often last 30-45 minutes. The Lexicon Relocation Adviser will seek to identify the key issues relating to the move and establish a friendly but professional relationship with the relocating Assignee.

Lexicon Relocation will also obtain the consent of the Assignee to any anticipated disclosures of Personal Data to third parties and we will at all times comply with Data Protection Laws.

The Lexicon Relocation Adviser will establish during the Initial Call, what level of contact would best suit the Assignee. In our experience, this can vary considerably, with some Assignee’s requiring much more regular contact than others. We will also establish whether the Assignee would prefer a telephone call or an email – and also when would be the most convenient time/day for us to get in touch.

At certain stages in the Relocation it is likely that Lexicon Relocation will be speaking to the Assignee almost daily. At other times, contact will be less frequent – perhaps every couple of weeks..

If the relocation is to be successful, it is important that the Assignee’s spouse and family also take ownership of the move and the Adviser will expect to have regular contact with them throughout the relocation.

Whenever an Assignee telephones, their call is promptly answered by a member of staff, within three rings – as a matter of policy we do not operate voicemail or ‘option buttons’ during office hours. Relocating Employees will also be given the Direct Dial Number and personal Email address of their Lexicon Relocation Adviser.

We understand that relocation can be a stressful experience for staff and we therefore try to be easily accessible. Although our official Office Hours are 8.30 to 5.30 – there are usually staff available outside of these hours. We will always pick up the phone whatever the time and the nightline is never turned on until the last person leaves the building !

**Industry Awards – Connells Relocation (Lexicon Relocation since 5th November 2015)**

**2014**

The Times / Sunday Times Relocation Agency of the Year - principally for our exemplary customer service and forensic attention to detail.

John Carolan Connells Relocation Managing Director was awarded The Association of Relocation Professional highest award for Outstanding Contribution to the UK Relocation Industry

**2013**

Relocate Award – UK Relocation Service Provider of the Year