

Litsa's Story

Litsa is a Customer Service Adviser. She works two days a week in the Customer Service team at the main reception in Kensington Town Hall.

Her role includes meeting and greeting people as they enter the Town Hall and answering lots of different questions.

Litsa has been working as a Customer Service Advisor for almost a year.

Here is part of an interview Litsa gave to Kensington and Chelsea's *Customer Service* magazine.

What made you decide to work for the Royal Borough?

It is a nice place to work and it gives me an opportunity to meet a lot of people. It is not far from my home.

I used the service provided by **Kensington Recruitment**, which helps people who live in the borough and have physical, sensory and learning disabilities find paid, long term employment.

They have helped me before to find a job cleaning and looking after children in a nursery.

I got my job at Kensington Town Hall after the **Kensington Recruitment** Employment Worker contacted the Customer Service department. This position came up part time, I went for an interview and was successful – and here I am!

What is the best part about your job?

The best part about my job is meeting lots of different people. I like helping them with any queries.

What are your plans for the future?

I would like to get married one day and have a family of my own. I would like two children, a boy and a girl. I would like to continue working as a customer service officer for Kensington and Chelsea.