

'Let's TALK About It'

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“People are respectable only as they respect.”

– Ralph Waldo Emerson

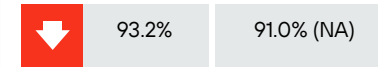
Key Metrics: June 2024



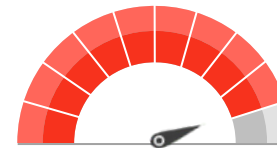
NPS



72.7%



CSI



90.2%



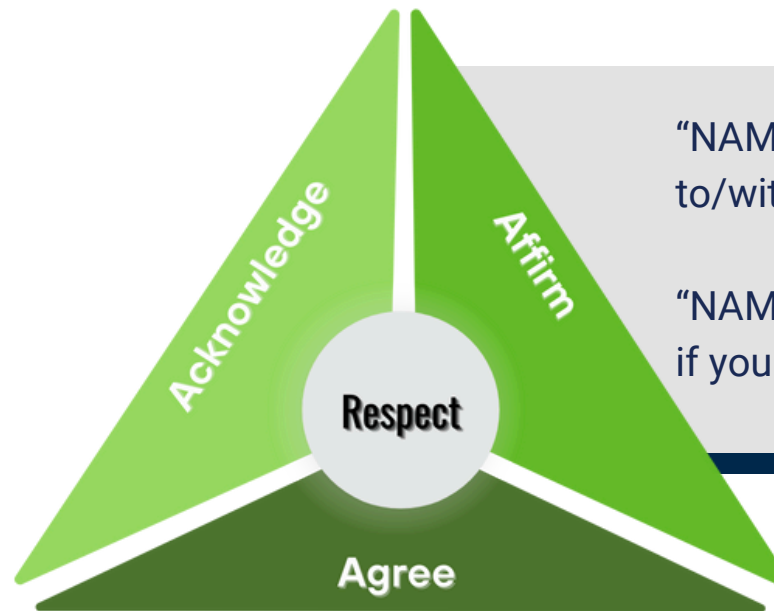
EIG



70.5%

June: Respect

- It is not 'Us and Them'
- Why and how should we respect our customers
- Reflect and process information positively – with tact

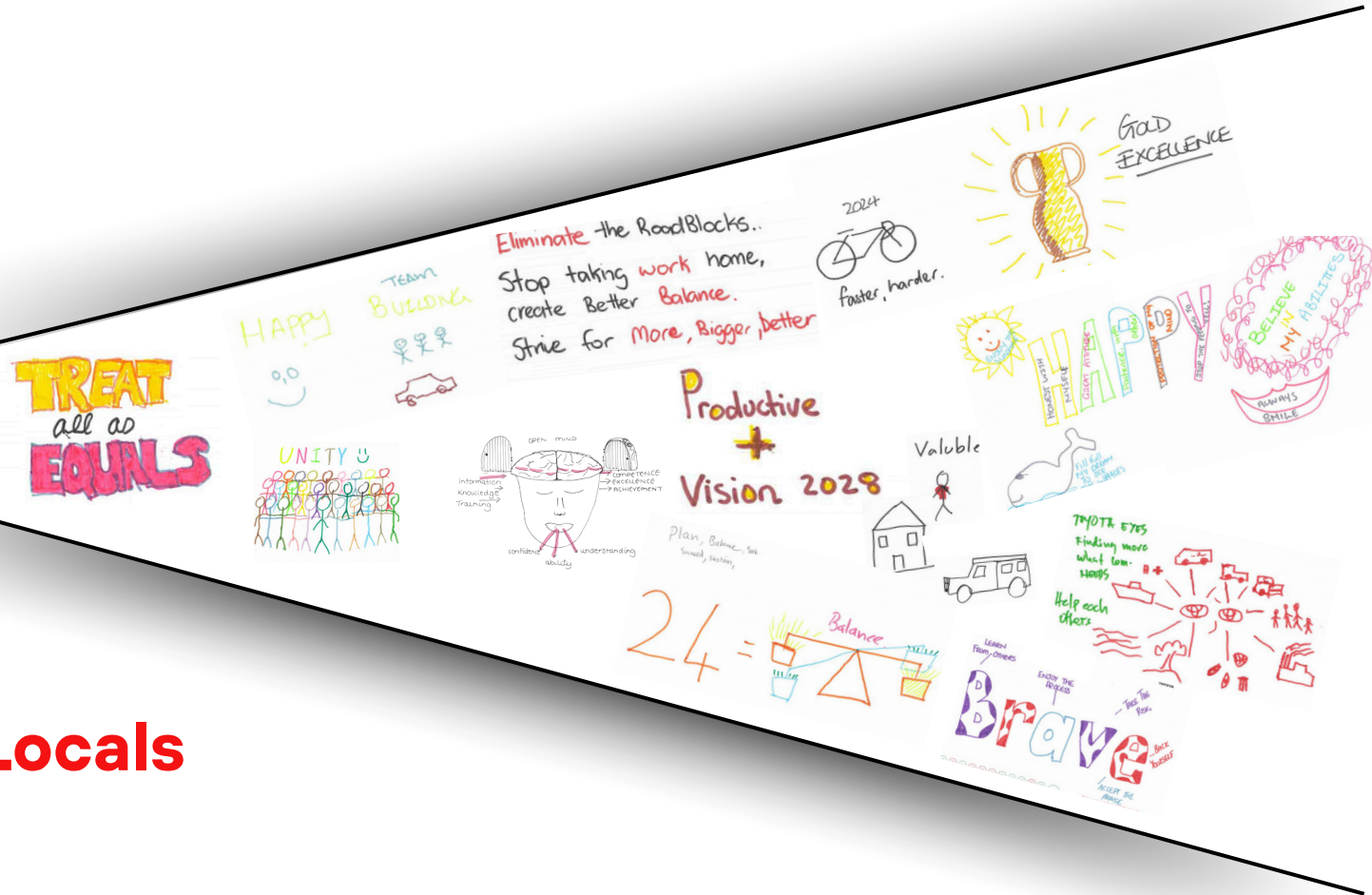


“NAME, I would like to support you to/with x ...”

“NAME, I would like to support you if you would like the support ...”

BRT SERVICE TEAM - 2024 VISION

'Let's TALK About It'



We Love Locals

