

DESTINATION SERVICES PROVIDER OF THE YEAR – UK & EUROPE



Clearview Relocation

Relocate
AWARDS
2018

This year this category was particularly competitive with a huge increase in entries from the widest geographical areas since the awards first began, resulting in two companies being awarded.

Clearview Relocation was highlighted for providing a range of outstanding destination services. The judges said, “This entry shone out above the rest (UK & Europe). Their care and warmth exudes throughout their entry which is so important when you are dealing with the personal anxieties of moving people globally.”

Winners of the award for the second year running, the company illustrates the importance of putting in the effort to make sure the entry meets all the criteria. “Clearview shared testimonials from all those people who touch on the relocation of the transferee”, said one judge on the quality of the supporting evidence provided.

Commitment to people

The judges noted that all sections provided a clear and precise overview of the company’s excellence with a strong focus on hiring the right people to do the job. The company was praised for attracting great talent as well as demonstrating their commitment to customer care and an inclusive team approach.

The judges saw Clearview Relocation’s people management to be a core strength, having a highly positive impact on the results they achieve. This was endorsed by their operations manager, Julie Beeton, “At Clearview, our ownership and management structure means communication flows quickly and freely, meaning leadership are always aware of and able to offer hands on support, whether that be sharing and adapting to client feedback results, individual staff development needs or supporting with personal staffing concerns.”

Agile service for pets on the move

Their case study in the agility section involving a family of four and three dogs moving back to the UK from South Carolina was scored highly. With an HR manager candidly describing their positive

experience with Clearview. The client commented, “The consultants did a great job of working with us to assist our assignee. We had very little time and his move was not straightforward; not least because of the three dogs. She continually suggested solutions to every issue and kept us fully updated. Ultimately, we reached a good solution and our assignee and his dogs, were very happy.”

Some of the challenges Clearview had to navigate through included liaising with the company to by-pass temporary accommodation to secure a long-term rented property. Location changes, delayed furniture shipment, property viewing and agreement on behalf of the assignee via video and conference call to negotiate with the landlord over the pets and fencing, as well as furniture rental and up-front payments. These were all successfully concluded within a month and dogs and family were reunited on the same day.

Other satisfied clients congratulated Clearview for their “thorough approach, sensitive and clear communication,” and their distinct ability to reassure everyone involved throughout the moving process.

One case study that particularly delighted the judges involved an assignee with health issues involving three moves where Clearview was called upon to intervene and support the removals company at a sensitive time for the family. The glowing client testimonies showed the clear warmth and caring ethos behind the company.

Tech-enabled support

Although the personal touch remains at the heart of their business, Clearview recognise the need to provide an alternative solution based on technology. Their pilot programme, “E-Locate”, provides a hybrid approach to relocation based on relocation knowledge and experience but also offers self-help for assignee clients.

The firm are also currently developing an app to provide a wealth of information to help clients manage various elements of the move themselves, with the added peace of mind that one of their experienced team will be there to help as required.

www.clearviewrelocation.com

Above: Simon Bell, Vivien Mott (Judge), George Holmes, Shino Chivers, Debbie Ward, Zoe Smalley