

What are your general impressions of ODPM?

- I was surprised by the relaxed yet professional nature of ODPM - not only do they get their work done and are very organised and diligent but also keep good natured and happy throughout the day.
- This office has a lovely atmosphere and it makes it an easy working place. Everyone says hello to each other when they pass each other and this habit has been passed on to me, I now find myself smiling at everyone I pass also.

What are your general impressions of the staff at ODPM

- The staff are all very nice to each other and get on well which leads me to believe have all been hired not only for their intelligence but also for their good humoured nature and welcoming personality.
- I was also impressed by how quickly decisions were made to fix problems – especially by Paul Whelan at the weekly property manager’s meeting
- I am very happy to say that my week was so enjoyable not only because of the work but also because of the people who have made me feel welcome.

What are your impressions of ODPM’s working environment and ethos?

- The staff at ODPM are very professional - always courteous and polite to clients and to each other.
- They are relaxed in meetings people are not afraid to give their opinions and say what they really mean or think.
- I am impressed at how well the Property Services Team deals with clients.
- Friendly yet professional is a key way of describing the environment in the office.

What kind of qualities do you think you need to work at ODPM?

- I think determined, enthusiastic people want to work at ODPM.
- One also needs to have an awful lot of patience – to be able to give helpful detailed instructions and advice
- I have noticed at ODPM that the staff are always more than happy to go out of their way to help customers

Any other comments

- I never understood the minute details involved in solving peoples’ problems and complaints, from fixing a skirting board to getting rid of cats – it’s all to do with achieving client satisfaction
- Sarah Falkiner has been lovely in looking after us and making sure someone is always taking care of us and keeping us busy.
- Siobhan O’Dwyer and Amy Kirwan organised this work experience I am hugely grateful to them - I have gained great insight into the dynamics of working in an office and what it involves.
- Lucy Marshal has also been very nice and welcoming this week and has kept us busy with the Property Services Team – I think the “customer care team” is really impressive - they were also very helpful welcoming and kind to me throughout the week.