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## Contents

Customers or employees first?

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## Customers or employees first?

The debate has raged for years: whether customers or employees should “come first”? Apart from the obvious response that both are essential to a successful enterprise, achieving the balance in a professional services firm that services clients around the world can be a challenging proposition.

We are extremely lucky at Gas Strategies to have a team that is strongly committed to looking after our clients – where the team puts the clients first.

At the end of January 2019 we were delighted to have the opportunity to put our staff first on our Gas Strategies team ski long- weekend. Yes, there was a drop out at the last minute to ensure that a pressing client priority was addressed. There was also that early alarm call on Sunday morning to get a 3½ hour transit to an airport to get to a client meeting which arose during the weekend. At the end of the day we choose how to achieve balance.

Thank you to all the team for making it such a great weekend – and to our clients who recognise that “all work and no play” would make us less bright and energetic than the firm that they choose to serve them.



[1]

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