

**Scope**  
**iDET, Interactive Disability Equality Training**

**Transcription of 90 sec trailer**

**You may have heard of the Disability Discrimination Act – it gives disabled people rights in the way they receive goods, services or facilities.**

**But of course delivering good service isn't just about doing the minimum required to comply with the law. It's about giving people what they want, treating them with dignity, with respect.**

**Are YOU confident that you're delivering good service to your disabled customers?**

**In a moment we'll be looking at some dramatised scenarios showing customer service staff in everyday situations with disabled customers. The names and places have been changed, but each scenario is based on the real life experience of real disabled people. After each scenario, we'll run the action again and see just how different things could have been; then we'll give you some guidance on how you can achieve satisfaction for all your customers.**

**Clip ends**

**Transcription ends.**