



## Carolle Thompson

Carolle Thompson, B. SC (Hons), specialises in customer care in the training sector. Her attention to detail and analytical approach combined with a genuine pleasure in helping people achieve their objectives guarantee that clients experience exceptional customer care. She led the project to gain Customer First accreditation for ST\*R Learning.

She has a degree in Economics and Computer Studies and a background in computer programming, systems analysis, management accounting (CIMA finalist) and business administration.

Since establishing ST\*R Learning in 2003, Carolle has concentrated on running and developing the business to best serve our clients. She gains most personal satisfaction from the 'people' side of her numerous roles and takes a pride in anticipating what they want before they want it. Carolle believes strongly in continuous personal development. She regularly attends seminars and workshops to ensure that she has the right skills and knowledge for her job, and she loves the chance to meet people.

Carolle is ST\*R Learning's champion for environmental matters and has introduced a robust environmental policy underpinned by internal environmental auditing.

At ST\*R Learning, Carolle is driving into place the kind of systems, procedures and HR practices more commonly found in larger organisations. She never loses sight of the importance of engaging with the wider community. ST\*R Learning regularly participates in charity events and provides services at special rates to charities and micro businesses. Carolle is a volunteer mentor to businesses in Croydon as part of the LEGI project handled by Croydon Business. She shares useful experiences with the business community by word of mouth when networking.

In 2008, Carolle led ST\*R Learning's drive to export our services under licence, and made such an impact that she was asked by UK Trade & Investment to appear in their OMIS promotional training video.

Last but not least, Carolle likes to combine business with pleasure and in 2008 founded a small businesses group in her local area for social events, to ensure that smaller organisations don't miss out on the traditional Christmas party.