

For Workshop Purposes only

## **Our Standards in Customer Service**

### **Telephone:**

- To answer all calls within two rings
- To answer with 'Good morning/afternoon', name of department and who you are.
- Take a contact name and use the name in the conversation.
- Always say 'Thank you'.
- Return telephone messages within 24 hours.
- Always take your calls when in the office.

### **Correspondence:**

- Reply to all correspondence within 24 hours.
- Circulate mail on a daily basis.
- Ensure typed correspondence is neat and free from errors at all times.

### **Meetings:**

- Be on time for all meetings and phone ahead if there is any delay.
- Hold a team meeting each week.