

Effective Date	01/10/2022
Version Number	1.1
Review Date	01/10/2022



Customer Service Policy

Workers are at all times to conduct themselves in a pleasant, respectable and courteous manner during working hours or whilst displaying The Business's name. All workers are expected to show respect for our clients with regards to their requests and their property. Workers should endeavour to undertake the following:

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- Attend jobs promptly. Contact the office or client if delayed.
- Greet and thank clients courteously.
- Make every effort to protect client's property e.g., carpets, walls, gardens, etc. without compromising safety.
- Inform customers of the work carried out and, where possible, ensure that they are aware of any changes made. Ensure they have understood changes, and the client is satisfied e.g., instructions on how to set sensor lights, timers, etc.
- Ensure that all work completed or left unfinished overnight is left safe and tidy.
- Ensure all work sites are always kept as clean and neat as possible.
- Use drops sheets where necessary to protect the client's furnishings.
- Be aware of any requirements individual clients may have regarding access to their work site e.g., commercial kitchens requiring hair nets.
- Workers should maintain a personal manner and appearance that will bring credit to the Business.
- Improve customer service with image and improved housekeeping.
- Market additional services or products to customers if appropriate.
- If an accident / Incident happens for whatever circumstance, please report to management immediately. At no time engage in conflict, physical or verbal altercations.

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Amendment V1.2.1 24/10/18 In addition to the existing policy, note the following:

All workers are expected to show respect for our clients' property and with regards to their logged electrical requests. Variations to electrical work requested on site by the customer are to be directed to the office so that pricing update and approval can be sought from the customer.

Upon arrival to site, workers are to introduce themselves as a company representative, state their role within the company and their capacity to perform the scheduled electrical works and if requested by the customer, produce evidence to support this capacity.

If requested, workers are to advise the customer of our privacy policy, in particular the storage of personal information as per our terms of trade, and/or terms of use, and/or policy manual as they are presented on the company website.

If workers feel unduly uncomfortable or threatened by the actions of a customer or the context of the workplace environment, they must contact the office immediately to communicate these concerns so that appropriate