



Showpiece Design Limited, Tithe Barn Home Farm, Sulham Lane, Pangbourne, Berkshire, RG8 8DT

CUSTOMER CARE POLICY

The Company's commitment to delivering customer care is shown by:

- Ownership from the top;
- Training & career development including emphasis on customer care;
- Ensuring good communications both inside and outside the organisation;
- Setting standards for employees on the way in which business is conducted; and
- Constantly seeking to improve service to customers

We develop an individual customer care plan specifically for each client to ensure that the customer care plan best fits the client's requirements to deliver the specified level of service consistently and reliably.

An indication of the considerations that are covered within the customer care plan is given below:

- Customer care training for all personnel;
- Regular meetings with client managers and any other relevant stakeholders;
- Service improvement system;
- Proposals for measuring performance in customer care/customer satisfaction questionnaires;
- Appropriate branding and logos;

Customer Care Training

The Company recognizes that the involvement and enthusiasm of all staff is crucial to the success of the service it delivers, and provides customer care training to all employees. The objective of such training is to:

- Enable staff to understand the importance of customer care within a contract that has;
- a high level of contact with the customer;
- Identify relevant good customer care practices and ways to implement them;
- Develop employee's communication skills with the customer;
- Identify ways of handling conflict on site, if problems do occur.
- Use compliments received for staff motivation.

All new employees attend an induction course where there is a specific section outlining the Company's approach to customer care.

Meetings

The Company believes that meeting the client, customers and their representatives on a regular basis is a very important element of a customer care policy. To facilitate such meetings management will always be willing to set up if required and/or attend meetings with any stakeholder groups and users of all facilities maintained as part of the contact.

Proposals for measuring performance in customer care

To measure customer satisfaction levels the Company proposes that customers are given the opportunity to complete a customer satisfaction questionnaire. The results of these questionnaires can be collated by the Company and made available to the client.

The information obtained will be reviewed and used as an aid for continual improvement within the service delivery area. Performance data will be monitored, reviewed and benchmarked regularly to ensure standards are improving.

Appropriate Branding & Logos

All staff (direct and supply chain) will be provided by company branded workwear displaying the company logo. The important issue is for customers to be able to easily identify staff. Company vehicles will also be appropriately liveried.

Employees/supply chain subcontractors shall:

Wear clear, easy to read identification cards, in a prominent position on the workers clothing that include:

- The workers name
- The workers photograph
- The Company's name
- The Company's address and telephone number
- Encourage customers to call the workers company and/or the client if the customer is in any doubt about the validity of the work or the worker.

Call Centre/Helpdesk Communications

Our helpdesk/call facilities will be manned by trained staff who are aware of the individual requirements of each contract.

Signature:

Date:

24th January 2017

Name:

Deanne White

Position:

Director

Version Control

Issue	Description	Change Date	Made By	Approved	Approval date
1.0	Policy Statement			Yes	24/01/2017
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