

**POLICY STATEMENT**

As part of our commitment to customer relationship management, SKG Services will provide the highest level of service to its customers. This Customer Service Policy applies to all permanent, temporary and casual employees and nominated contractors of SKG Services.

**DEFINITIONS**

'Clients' includes all customers, whether internal or external.

'Nominated contractors' are those whose contracts necessitate their working at SKG Services sites, using SKG Services facilities and operating in a similar manner to staff.

**AIMS AND OBJECTIVES**

SKG Services' staff will be professional at all time and show:

- Courtesy in all circumstances
- Accuracy in what they do
- Accountability for the quality of service they deliver
- Integrity in all their dealings
- Consideration for the needs of customers
- Promptness in all their actions
- Keeping people informed of progress
- Maintain regular relationships with clients through in person visits and check up calls when required to ensure client trust is build and service satisfaction is met

**PROVISIONS: External Customers**

All those seeking assistance from SKG Services will be accorded a high level of service regardless of the manner in which the assistance is sought.

**PROVISIONS: Internal Customers**

Staff will give each other the same level of service as that provided to our external customers, as it is important that internal standards support the external service delivery.

**COURTESY**

Courtesy will be shown in all circumstances, even in difficult situations where the customer does not show similar courtesy in return. Staff will be courteous in their spoken words, body language and demeanour.

**ACCURACY**

Where there is any doubt about the accuracy of any information, the details will be checked and validated prior to release.

**ACCOUNTABILITY**

Staff will look for ways to enhance the quality of service they deliver. Concerns about the quality of service will be referred to the next level of management.

**INTEGRITY**

Staff will act with integrity in all their dealings with both external and internal customers.

**CONTINUOUS IMPROVEMENT**

Impediments to good customer service, when identified, will be addressed. Examples might include reviewing procedures, documentation, etc.

**TRAINING**

Training will be provided on customer service and general communication skills as needed.

**RESPONSIBILITIES**

We recognise that the overall responsibility for client relationship management rests with management, who will be accountable for the implementation of this policy.

Each member of staff and/or nominated contractor is:

- Accountable for the quality of service they deliver;
- Responsible for identifying and reporting any impediments to delivery of good customer service. Management is responsible for acting upon any identified impediments to the delivery of good customer service.