

Customer service

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Introduction

This policy outlines You Connects commitment to continually improve service excellence and customer satisfaction. Clients expect to receive friendly and professional care, and You Connect aims to create an environment where the client knows their satisfaction is our main priority.

Applicability

When

- applies at all times.

Who

- applies to all employees and volunteers of You Connect.

Employee service standards

In order to meet You Connects service standards, employees must:

- be polite, friendly and welcoming
- respect and maintain awareness of diversity and differences in values, cultures beliefs and ages
- respect the dignity of all and show empathy and consideration in daily practice
- listen and respond attentively to participant enquiries
- protect the confidentiality of information
- acknowledge participants by name
- introduce themselves by name, title or role
- wear ID badges so they can be easily seen and read
- dress according to You Connects dress code
- maintain a clean and safe environment for employees and participants.

Customer interaction standards

When interacting with customers and participants, it is expected that all staff be actively involved in their work. In order to achieve this, employees will:

- play with participants
- participate in activities
- sit and eat with participants
- 'be seen' - employ active listening
- smile, have fun, and enjoy the interaction
- share their interests with clients

- show initiative - innovate and find new ways of doing things
- show flexibility
- think on their feet
- read body language and make changes accordingly
- be prepared
- under promise, over deliver - exceed participant expectations
- avoid using mobiles during interaction where possible.