

CUSTOMER SERVICE POLICY

I. SCOPE

This Customer Service Policy applies to all interactions between staff and customers of [COMPANY NAME] (the "Company"). It deals with expected standards of service when responding to customers in person, via telephone, email, social media or written correspondence.

II. MISSION

[COMPANY NAME] strives for excellence and professionalism in providing customer service, both inside and outside the organization, within the limits of available, well-managed resources.

To equip our staff with knowledge and competencies to continually enhance service standards according to changing customer needs.

To ensure that customers are provided with the relevant information as and when it is needed, in the appropriate format.

To ensure customer complaints are addressed promptly, politely and to the full satisfaction of the client.

To accomplish this mission, we agree upon these values:

- Anticipating the needs of our customers and planning accordingly
- Greeting our customers promptly, cheerfully, and respectfully
- Listening carefully and giving full consideration to the requests and concerns of our customers
- Communicating honestly, courteously, and with knowledge
- Providing follow-through for our customers promptly, responsibly, and efficiently
- Serving with pride and commitment, and with high ethical standards
- Respecting the individual and encouraging participation

III. POLICY STATEMENT

Where possible, complaints, questions and requests for service should be resolved in "real time" on the same day they arise. However, in many instances, referral and follow-up are necessary to fully understand and resolve the issue. In such instances, the following standards for acknowledgment and resolution should be followed:

IV. STAFF TRAINING AND DEVELOPMENT

We will ensure that staff receive continual training to enable them to satisfy customer expectations and keep their skills up-to-date.

Box Office Guide Customer Service

Victor M. Corman



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