



TOM CHESS T GROUP OF COMPANIES LIMITED

CUSTOMER SERVICE & SUPPORT POLICY A Modern & Efficient Company: Improving Customer Service



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Preface

This policy consists of three parts:

Part 1 - Commitment to Customers

The first part of this policy is designed for customers. It advises customers what to expect when contacting Tom Chess T Group and the standard of customer service they can expect to receive.

Part 2 - Guidance for our Workforce

The second part of this policy is designed for the workforce and describes how employees can contribute to delivering consistently excellent standards of customer service across all sections of our company.

Part 3 - Customer Service Standards

The final part of this policy sets out Tom Chess T Group's customer services standards which are promoted throughout the organisation e.g. at receptions, online etc

...building perfection

Customer Service Policy - Part One

Commitment to customers

1.0 Policy Statement

Tom Chess T Group is committed to ensuring that customer service excellence is an integral part of the planning, resourcing, and delivery of all services. When customers access Tom Chess T Group services they will receive consistently excellent standards of customer service and this policy will ensure that all sections of our diverse company are able to access services. The policy recognises development in technology and the opportunities for customers to contact the company and access services digitally.

Whilst this policy is concerned with service standards the company has a specific policy for dealing with compliments, concerns and complaints which is available via the website www.tomhook.ng or from the Customer Services Team (contact details included in this document). The Compliments, Concerns and Complaints Policy guides customers through the processes for passing on a compliment about a service, expressing a concern or suggestion about a service and when a customer is dissatisfied with a service, the process to follow to make a complaint.

1.1 Guiding principles

When customers contact the company, we will:

- Identify ourselves;
- Be helpful and courteous;
- Be professional and positive;
- Be well informed, so that we are able to help;
- Be effective in listening and responding;
- Be fair and support individual needs.

1.2 Why we need customer service standards

This policy outlines the company's approach to customer service and related issues. The standards set out in this policy are the minimum that customers can expect from the company as a starting point; individual services may produce additional service specific standards or targets that are more relevant to the services they provide or the customers they serve.

Wherever possible the company will respond to customer enquiries at the first point of contact. Individual service areas will develop mechanisms for monitoring and reporting performance to ensure this is achieved.

Customer service standards set out the company's expectations for its employees to ensure that the Company remains a modern and efficient customer-focussed organisation. In particular, these standards define a corporate framework for the achievement of excellent customer service which will:

- Ensure that all customers receive the same consistent, high standards of customer service;
- Ensure that customer service is an integral part of the planning, resourcing, and delivery of all Tom Chess T Group services;
- Enable the company to achieve its corporate key priorities.

1.3 Contacting Tom Chess T Group

The company encourages customers to contact the company through digital channels such as the website and mobile devices and apps. These access channels continue to develop, and will make contact with the company simple and efficient. The Company recognises that digital access does not suit everyone so customers can contact the company through various channels.

Digital

- ✚ We will acknowledge correspondence (e.g. e-mails, website and WhatsApp enquiries and Tweets) within 24 hours (Monday - Friday);
- ✚ We will respond to digital correspondence as quickly as possible;
- ✚ We will guarantee a response within 24 hours;
- ✚ We will respond in the language and format of the original communication

Telephone

- ✚ We will answer telephone calls within 15 seconds;
- ✚ We will deal with telephone calls in English

Face to Face

- ✚ We will greet customers immediately the enter our office building;
- ✚ We welcome customers to speak in English
- ✚ We will offer an appointment where this may be more appropriate, responsive or efficient;

Letter

- ✚ We will respond to letters within 3 working days of receipt;
- ✚ We will respond to the correspondence in the language of the original communication;

1.4 Measuring success

This policy is backed up by Customer Service Standards (Part Three); over time, customers will be involved in setting and monitoring these

standards. The company will develop ways of engaging with customers and encouraging customer feedback. Performance will be monitored through self-assessment, comparison with other organisations, customer satisfaction rating and feedback and recommendations following external inspections. This wealth of customer insight will help to establish what the company is doing well and what it can do to improve.

Reports showing performance against the targets set for each standard will be reported to the company management for their consideration.

1.5 What we expect from our customers

In times of service issues, some people may act out of character when accessing company services. There may have been upsetting or distressing circumstances leading up to a customer contacting the company. The company believes that all customers have the right to be heard, understood and respected. However, the company also believes that employees have the same rights. We, therefore, expect customers to be polite and courteous in all dealings with the company. The Company will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence; this includes any threat, abuse or harassment towards employees on social media (e.g. Facebook, Twitter) which will be reported to the police. Any threat of physical violence will always be reported to the police.

Customer Service Policy - Part 2

Guidance for our workforce

2.0 Development of the Customer Service policy

In developing the Customer Service and support policy the Company has sought to:

- Set standards which are user friendly, customer focused and measurable;
- Clearly state how employees should behave when dealing with customers;
- Set performance targets which can be reviewed regularly;
- Give consideration to legislation, good practice and national standards;
- Ensure employees are equipped to deliver services taking into account equality and diversity so that all customers can access services in their preferred way.

2.1 Customers

Our customers are all the people we come into contact with in connection with the Company's work

2.2 What customers want

Customers access Company services through various channels including digital (e.g. website, e-mail, social media) telephone, face to face, letter, application forms, etc. Whatever the channel, customers want accessible, efficient and responsive services and the Company must strive to meet these demands. The Company, will respond to the needs of customers in terms of access and recognise that one method will not suit everyone.

Customers want their dealings with the company to be efficient and that they receive their desired outcome. To meet this, the Company must attempt to deal with customer enquiries at the first point of contact and ensure mechanisms are in place for monitoring and measuring performance against desired outcomes.

2.3 Customer service and its importance

Improving customer service is a key priority for the Company and means:

- **Providing quality services in a friendly, efficient and helpful way;** we will continually strive to improve services by ensuring excellent communication and a positive attitude towards customers;
- **Treating each person as an individual** - respect for diversity and, in turn, having the flexibility to adapt behaviour and actions in a way that is appropriate for the individual;
- **Treating people with dignity, respect and courtesy;** generally customers will request a service from the Company but in some instances the Company may need to be involved with people when this is not welcomed; in all cases, customers have a right to be treated with dignity, respect and courtesy;
- **Offering choices where possible;**
- **Giving information about what is available,** and providing an explanation if a service is not available.

2.4 General principles when dealing with customers

When dealing with customers, whether using the telephone, digital services (e.g. e-mail, Twitter, Facebook), face to face or via letter:

- Identify and address any specific requirements with sensitivity, tact and diplomacy;
- Record customer contact details accurately;
- Ensure that the nature of the customer's enquiry is understood clearly;
- Resolve enquiries at first contact where possible;
- Respond to the correspondence in English or
- Keep the lines of communication open with customers and keep them informed.

2.5 Digital

- Acknowledge digital correspondence (e.g. e-mails, website enquiries and Tweets) within 24 hours (Monday - Friday);
- Respond to digital correspondence as soon as possible but no longer than 2 working days of receipt;
- Respond to the correspondence in English
- All outgoing company e-mails will include the standard signatory template giving contact details of the author;
- E-mail 'Out of Office' messages will be enabled at times of absence giving return dates and alternative contact details;
- Encourage customers to deal with the Company through the use of digital services.

2.6 Telephone

- Answer the telephone within 15 seconds;
- Greet the customer in a polite and courteous manner, giving your name;
- Welcome customers to speak in English
- Give your full attention to the customer;
- Take ownership of the call, resolving the customer's enquiry wherever possible;
- When taking a call for a colleague, use an effective message taking system and make sure the customer is called back;
- End the call with a thank you and confirm with the customer the outcome.

2.7 Use of Voicemail

- Only use voicemail to ensure that telephone calls do not go unanswered;
- Use voicemail only for short periods or specific purposes;
- Ensure recorded messages are audible, accurate, and appropriate and where possible, provide alternative contact details;
- Give the caller an option to leave a message
- Respond to all messages within 24 hours or the next working day if the message is left over a weekend
- Regularly check for messages and update your voicemail

message;

2.8 Face to Face contact - this covers personal callers with or without appointments, contact with customers at events, meetings out and about and site visits.

- Give clear instructions about the location of the face to face contact;
- Greet customers within 2 minutes of their arrival at a company building / event;
- Greet the customer in a polite and courteous manner;
- Give your full attention to the customer;
- Keep the customer informed of the length of time they are likely to wait to see the person they need;
- Offer an appointment where this may be more appropriate, responsive or efficient;
- When a customer has specific requirements, find out what they need and aim to provide it;
- When a customer needs to communicate in a language other than English make arrangements to provide an interpretation service;
- When discussing personal information, always arrange to do so in a confidential environment.

2.9 Personal calls to customers - this covers visits to customers' homes / properties.

- Wherever possible or appropriate make visits by prior arrangement with the customer, clearly stating the purpose of the visit;
- Keep customers informed of any changes to the visit arrangements;
- Establish the customer's language, communication and other specific requirements prior to the visit and make arrangements to meet these;
- Carry your identify card at all times and show it to each customer before entering the property;
- Encourage customers to check your identity with the Company, for example by telephoning;
- Follow policies and guidelines on Lone Working for your safety;
- Use tact and courtesy as a visitor in another person's home, treating their property with respect;
- Close the visit by explaining the next steps, and leave written information where possible;
- Follow up your commitment to the customer with action.

2.10 Written communication

- Respond to all written communication within 3 working days of receipt;

- Respond to the correspondence in English
- There may be occasions when a full response cannot be given within the timescale. This is unavoidable but there is still a requirement to keep the customer informed by making contact or sending a holding response. This can give an expected date for a full response or give the reason why a full response cannot be given;
- Ensure the presentation of all written correspondence is easy to understand (plain English), professional and accurate;
- Include a contact name and telephone number, together with any other information needed (e.g. reference number) to assist the customer;

2.11 Compliments, concerns and complaints

- Be open to receiving feedback from customers and where appropriate use this feedback to improve services;
- Pass comments and suggestions on to your manager, if they may improve the service;
- Ensure compliments are recorded and shared with colleagues;
- Be aware of the Company's procedure for dealing with compliments, concerns and complaints;
- Aim to resolve all concerns raised by customers immediately and informally wherever possible;
- If informal resolution is not successful, tell the customer they can make a formal complaint, and help them to do so;
- In the case of a serious complaint, tell your manager.

2.12 Service Standards

Most Tom Chess T Group services have established standards and regularly report on these. This Customer Service Policy document provides the guiding principles for setting these standards to assist in establishing a consistent approach to customer service across the organisation.

2.13 Performance Management

The delivery of excellent customer service and application of these standards rests with company employees and performance against these standards will be assessed through annual employee appraisals.

2.14 Further information

Customer Services Team, Tom Chess T Group of Companies Limited, Plot 122, T O S Douglas Crescent, Cadastral Zone B11, Kaura District, Abuja
Tel: 08188076267, 08143449981

Customer Service Policy - Part 3

Customer Service Standards

Customer Service Standards; Our Commitment to You

We will:

- Identify ourselves, be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help you
- Be effective in listening and responding to you
- Be fair and support your individual needs

We will set targets to ensure that we.

- Acknowledge digital enquiries within 24 hours*
- Answer your telephone call within 15 seconds
- Answer your query at the first point of contact and if this is not possible arrange for someone who can help to contact you promptly
- Respond to your enquiry within 2 working days of receipt

We also. . .

- Expect you to continue to treat our workforce with respect and consideration
- Welcome your feedback to help improve our services