

Overview

As a WorldHost Recognised Business, we have made a commitment to providing excellent customer service to all our external and internal customers at all times, and to pro-actively seek ways to go the "extra mile" wherever possible.

Whenever we provide customer service, we will:

- Identify customer needs and manage expectations
- Create a positive first impression
- Pro-actively and efficiently deal with customer problems and issues, finding solutions with a positive and helpful attitude
- Use excellent and relevant communication skills appropriate to the customer
- Leave a positive lasting impression



Customer Insight

We will consult with our customers, in an appropriate and meaningful way, to identify their needs, manage expectations, measure the outcomes of our service and use the results to improve the customer experience.



Culture of the Organisation

We strive to be truly customer-focused with a commitment to providing excellent customer service throughout the whole business, from the strategic leader(s) to the front line staff. All staff will know how their role and team are important to providing excellent customer service both externally and internally.



Information and Access

We aim to provide all our customers with timely, accurate and comprehensive information, available through, or delivered by, the most appropriate channels.



Timeliness and Quality of Service

We will endeavour to provide prompt and efficient service, keeping to all agreed timescales, from initial contact throughout the whole customer service experience. Our pursuit of customer service excellence will demand that we provide excellent service for all our customers throughout their entire customer journey.



Measuring Success

We value our customers' comments, feedback and suggestions for improvement, received through traditional and digital communication channels, and we will use this information to help us make vital adjustments to the way our business runs, for products and services. Customer success will inform measured key performance indicators (KPIs) in all parts of our business and we will act upon all customer service outcomes to continuously review and improve our customer service performance.