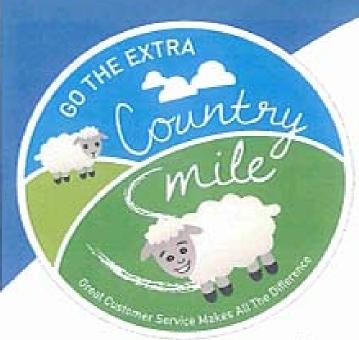
Country Smile Customer Service Charter



Management and staff of this business are committed to working with a Country Smile.

We aim to help deliver Marradong Country's brand promise by striving for excellence in customer service.

We will *strive* to do this by:

- Greeting every customer with a smile & acknowledging a customer's arrival immediately.
- Listening to and anticipating our customers' needs.
- Maintaining appropriate dress standards in accordance with our employee policy and ensuring we maintain a high level of personal hygiene at all times.
- 4. Treating our customers with respect & ensuring their confidentiality.
- Answering phone calls and responding to emails in a timely & professional fashion.
- 6. Treating all customers equally regardless of race, age, gender or ability.
- Refraining from smoking in our business, near entrances or along public thoroughfares close to our business.
- Acting honestly and openly, especially with regard to timeframes, complaints or orders.
- Striving to exceed our customers expectations in all that we do.
- Ensuring all staff are trained in and agree to follow the Country Smile Customer Service Charter for Marradong Country.







