

# 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:**

1. Greeting every customer with a smile & acknowledging a customer's arrival immediately.
2. Listening to and anticipating our customers' needs.
3. 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.
5. Answering phone calls and responding to emails in a timely & professional fashion.
6. Treating all customers equally regardless of race, age, gender or ability.
7. Refraining from smoking in our business, near entrances or along public thoroughfares close to our business.
8. Acting honestly and openly, especially with regard to timeframes, complaints or orders.
9. Striving to exceed our customers expectations in all that we do.
10. Ensuring all staff are trained in and agree to follow the Country Smile Customer Service Charter for Marradong Country.



**marradong**  
COUNTRY

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