



CUSTOMER CARE CHARTER

- I Ashford Commercial Limited operatives and subcontractors will be required to offer a service to all Customers that attains high standards of customer care & commitment to service excellence.
- II All work will be undertaken in strict accordance with the Code of Practice & Kitemark scheme for the Survey, Installation of Windows and External Door-sets.
- III Tradesman must recognise & respect the fact that they represent Ashford Commercial Limited & our Client and therefore they are to behave impeccably at all times. The following behaviour is required of all personnel:
 - a. Be tidily dressed.
 - b. Be polite at all times.
 - c. Treat customers & their premises with courtesy & respect.
 - d. Refrain from smoking, making excessive noise (radios/music not tolerated) & using bad language.
 - e. Do not use the Customer's telephone without prior permission having been obtained.
 - f. Be friendly, considerate & helpful.
 - g. Where possible, try to fit in with the daily routines of the Customer.
 - h. Show patience, understanding & sensitivity in dealing with the Customer's problems.
 - i. Adopt a non-judgmental approach to Customers & behave in a proper & professional manner at all times.
 - j. Inform the Contracts Director immediately if the Customer expresses any dissatisfaction or concern about the work.
 - k. Do not enter into discussion on or about Ashford Commercial Limited or their Clients.
 - l. If additional works requested beyond your brief, take note & advise the Contract Manager of the costs involved. Do not attempt to carry out any such work without instruction from the Contract Manager.
 - m. Do not pass an opinion on required works or costs there of.
 - p. All tools, plant & machinery must be kept within the operatives localised working area to avoid danger from unattended items.
 - q. The operatives should not borrow tools, plant & access equipment from the Customer.
 - r. Ensure the Customer is informed of what work had been carried out & / or remains to be done.
 - s. Ensure the property is left clean & tidy at the end of each day. Use dustsheets in all affected areas & access routes, and vacuum up any work - related dirt or debris.
 - t. Dust sheets to be cleaned regularly.
 - u. Ensure the property is spotless on completion.
 - v. Items of furniture, floor coverings etc will be moved where necessary to complete & replaced on completion.