Customer Service Policy and Procedure
(CM002)

Purpose

The 'Customer Service Policy and Procedure' is part of the Eco Aussie Office Desks' Quality Assurance System to demonstrate the company's commitment to provide excellent customer service to our customers in accordance with our core values, business goals and objectives.

Scope

This policy applies to the following stakeholders: management, staff, and customers. This policy covers all customer service issues and concerning matters that are under the control and management of Eco Aussie Office Desks.

Procedure:

Staff will ensure the following:

- Provide professional and friendly service to our customers and business partners whether dealing with them face-to-face, via email or telephone, online on social media platforms and websites.
- Keep customers well informed about things that affect them. Let them know if there are delays and be apologetic if they are inconvenienced.
- Welcome all face-to-face customers as they enter the warehouse with 'Good morning/afternoon' in a polite tone of voice and with a genuine smile.
- Your farewell statement from face-to-face customers should be warm, friendly, and genuine. For example, 'Thank you. Have a great day!'
- Customers on the telephone are just as important as face-to-face customers. They should be treated with the same priority and respect as face-to-face customers.
- In any online forum or social media channel, moderation and responding to a comment or website enquiry is to be done within 24-48 hours after posting or receiving enquiry (except for over weekends in which case responses will be made as early as possible on the next workday).

Key performance indicators (KPIs):

Key Performance Indicators (KPIs) are used to measure the success of the company. They are outlined in the Eco Aussie Office Desks Operational Plan.

Dispute resolution:

Any issues regarding the quality of a service or product must be reported to the management.

Date	Version History	Version
1 July 2022	Policy and procedure approved	1

Add additional rows as required