

Victoria Place Shopping Centre Customer Service Policy

1. Our mission

The mission of Victoria Place Shopping Centre is to provide a clean, safe and enjoyable retail experience to our customers. We are committed to providing a passionate and committed customer service delivery through implementation, continual monitoring and improving the high level of customer service we provide to all our customers.

2. Our commitment

Our customers have the right to know what level of service they can expect from us, and the action they should take when they feel that we may have fallen short of the high standards we have set ourselves. In fulfilling our mission, Victoria Place Shopping Centre will strive at all times to deliver a high quality customer service that exceeds customer expectations and is efficient and effective, by being approachable, knowledgeable and by working in a collaborative manner. It is this commitment and empowerment that will be the driving force behind our policy and charter.

3. Resources – The Team

The success of Victoria Place Shopping Centre originates with the development of the skills, abilities and enthusiasm of all members of the team. Our team is committed to deliver the high standards in this policy. They are dedicated to the provision of friendly, high quality and customer-focused service to all users Of the Victoria Place Shopping Centre.

4. Communication and Feedback

The ultimate goal of Victoria Place Shopping Centre is to meet and surpass customer perceptions and expectations of Customer Service. Customer service is a priority for our team and we will focus on specific areas relating to empowerment, focus, delivery, timeliness, information, professionalism and staff attitude. We will communicate with people in ways that take into account their needs.

We encourage and welcome open and constructive feedback on our services and will monitor how well customer expectations are being met.

Feedback can be given to the Victoria Place Shopping Centre in a number of different ways - via website, social media, verbally or by writing to us. All feedback will be directed to the Centre Management Team for discussion and necessary action. Customers can expect a response within 24 hours. We believe that the best route to successful customer's services is communication, and we offer the reassurance that any issue that does not achieve the required standard will be promptly addressed.

Our service partners will be encouraged to provide customer feedback within regular and open forums. Victoria Place will undertake regular Mystery Shopper Surveys on Customer Surveys and share with all stake holders in which to review practices.

5. Equality

We aim to provide quality services for everyone whatever their race, gender, disability, culture, religion, sexuality, vulnerability or age. We are committed to welcoming and assisting all customers who visit our centre.

6. Training

Victoria Place Shopping Centre will provide regular training to all Centre staff who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

8. Modifications to this or other policies

We are committed to our developing customer service policy. Therefore any changes made to this policy will take into account the impact on the Centre's customers.

9. Building Relationship

Victoria Place and our service partners will be encouraged and empowered through regular consultations and awareness initiatives from the Centre and external organisations in understanding the needs of others.

10. Questions about this policy

This policy exists to achieve service excellence to the Centre's customers. Any questions with regards to specific areas of policy, or areas where clarification is required, will be referred to a member of the Centre Management Team at Victoria Place Shopping Centre.