

Our Customer Service Charter

What Can You Expect From Us:-

Victoria Place Shopping Centre is committed to providing a high standard of customer service that will be open timely, accurate and accountable, and responsive to customer needs.

When you come into contact with a member of *Victoria Place Shopping Centre* Staff, we will:-

- Greet you politely and identify ourselves by name

- provide service with a smile and to go that extra mile with the smile

- Be accessible to all persons regardless of culture, vulnerability, language, age, sexuality, physical & mental ability, socio economic background

- Be calm and patient by listening carefully to you, so that we may understand and respond to your needs appropriately

- Deal with your questions promptly Communicate in a clear and concise manner, and know when to speak and when to listen

- Treat you with respect, courtesy and not pre-judge any given situation

- Provide a customer service team which is positive, empowered and motivated in which to deal with any situation

- Be generous with our time in which to fully investigate and support customers.



What Our Customer Service Charter Means

What We Should Expect From Ourselves:-

Victoria Place Shopping Centre is committed to providing a high standard of customer service that will be open, focused, timely, accurate and accountable, and responsive to customer needs.

When a customer comes into contact with a member of **Victoria Place Shopping Centre** Staff, we will:-

- Greet customers politely (considering body language too) and identify ourselves by name if possible
- Be empathetic, calm and patient – great communication means listening as well as being clear
- Respond and deal with questions promptly (managing time is key to being successful) – and be honest
- Treat customers with friendliness, respect and courtesy – customers are allowed to be confused, frustrated or even angry. It is our job to keep calm and look for possible solutions
- Communicate in a clear and concise manner and listen carefully to our customers, so that we may understand and respond to needs appropriately.
- Don't be afraid to learn from mistakes – they happen, but we can be flexible, adaptable and change
- Provide training and development to our teams and service partners

