

# Our Customer Services Charter



## What can you expect from us:-

**Victoria Place Shopping Centre** is committed to providing the highest standard of a Covid-19 clean and safe environment for our customers shopping experience. Our customer service will be open, timely, accurate, accountable, and responsive to our customers 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 from a safe distance
- Provide a service with a smile and to go that extra mile with a duty of care to exceed expectations
- Always be accessible to all persons regardless of culture, language, sexuality, physical and mental ability & socio economic background – no discrimination whatsoever & recognising any schemes that highlight vulnerability to customise our service
- 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 as we would like to be treated
- Provide a customer service team which is trained, positive, empowered and motivated in which to deal with any situation
- Be generous with our time in which to fully investigate and support customers to deliver service excellence

# What our Customer Service Charter Means



**What we should expect from ourselves – Be the best today, better than yesterday, improve for tomorrow**

**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 customer politely (considering body language too) and identify ourselves by name if possible from a safe distance
- 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, so that we may understand and respond to the needs appropriately catering our service to the customers needs
- Don't be afraid to learn from mistakes – they happen, but we can be flexible, adaptable and change
- Provide regular training and development to our teams and Service Partners so we have the tools to comfortably deal with experiences