

Cedar Cleaning and Support Services Ltd

Customer Services Policy

Service promise

We pride ourselves on maintaining high standards of service for all of our customers. We have an ongoing commitment to revise and improve our service to continue giving customers a high quality experience.

To provide the best possible customer service we aim to:

- Employ staff and contractors who are honest, knowledgeable, professional, courteous, helpful and friendly, maintained through continuous training
- Make sure all staff understand and deliver the same high level of service to every customer
- Provide a pleasant and welcoming environment
- Deal with enquiries promptly or give a reason for any delay
- Listen to customer comments, suggestions and complaints and act upon them if possible in a timely manner
- Continually review and improve training, policies and procedures as part of upholding professional standards
- Answer all calls in a maximum of 5 rings during business hours. If a call cannot be answered any messages will be returned with a call as soon as possible
- Regularly check the answer phone and respond to messages quickly and efficiently. If messages are left while the building is closed, they will be returned as soon as possible on the next working day.
- Make sure that customers are able to contact the organisation by phone, fax, email, or in person and will receive the same high level of service.
- Courtesy calls are made regularly to ensure standards are maintained.
- Site inspection visits will be carried out as required to guarantee a high level of service.

Cedar Cleaning and Support Services Ltd

Unit D, Durgates Industrial Estate, Wadhurst, East Sussex, TN5 6DF
Registered Office: The Clock House, High Street, Wadhurst, TN5 6AA Company No.05540893
Tel: 01892-784-874
Fax: 01892-784-884

*Cedar is a corporate
member of the
British Institute of
Cleaning Science*

