# Integrated Horticulture Services

**Customer Service Policy and Procedure**

Integrated Horticulture Services (IHS) is committed to providing the best possible customer service to our customers and clients. We understand that repeat business is as important as new business and key to our sustainable growth in the industry. IHS ensures its commitment to customer service excellence through quarterly monitoring of customer service performance. Results are used for continuous improvement.

**Telephone courtesy**

It is everyone’s responsibility to answer the phone. Always try to answer the phone promptly, within three rings in a friendly, polite manner: ‘Good morning/afternoon/evening, welcome to Integrated Horticultural Services, how may I help you?’

If you are uncertain of the answer to the customer’s question, ask the caller if you may put them on hold for a moment. If there is staff member close by who can provide you with the correct information, return to the call and give the customer the necessary information. If this is not possible, ask the caller for their name and put the caller through to a manager, making sure that you brief the manager on the callers’ name and the nature of their enquiry. Always thank the customer for calling.

**Dress code**

Employees are expected to represent the business and dress accordingly. All sales and customer service staff members are required to wear business attire. Clothes should be ironed and neat in appearance. Faded, tattered or torn clothing is unacceptable. Wear closed footwear with rubber soles at all times.

**Customer complaints**

If handled properly, resolving complaints satisfactorily is an opportunity to increase customer loyalty. When faced with a customer complaint: listen to the full complaint without interrupting or getting defensive, apologise for the problem and tell the customer you will take care of it, do everything you can to let the customer know you care and that this is not the kind of experience you want them to have at Integrated Horticultural Services.

Ena Witchell, Managing Director

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Name and position Signature Date