

## **External Customers Standards**

We will always smile when serve with the customers

We will wear smart and neat in working as what they behave represent the image and the reputation of the company.

We will never and ever say “I don’t know” when serve customer. Instead, we will answer “I will get back to you soon, sir/madam”.

A smiley tag should be wearing on the right side of the clothes to ease the customer to identify the staff when they have inquiries.

No tips can be received from the customer even the customer want to reward to us for our excellent services.