210: Understand how to communicate with others within building services engineering  
**Worksheet 5: Information in the workplace**

**Answer guide**

Work in pairs to complete this task. Use your own initiative, course notes, textbook and internet if required and then discuss the answers in class. Think about what the expectations of the customer and your company may be.

You are required to produce a customer service policy for the building services engineering company you work for. The business undertakes work for both property developers and private domestic customers. Provide a detailed policy on the pages below.

Your policy should include:

* an initial statement of the company’s commitment to how it deals with customers
* simple paragraphs detailing the standards set for each aspect of the business and how those standards are going to be met; the standards identified must be achievable.

**Customer Care Policy for ABC Building Services Company**

1. **Policy statement**

1. CUSTOMER CARE POLICY STATEMENT

As a company, our ethos is **total customer satisfaction**.

In order to achieve this we will:

* strive to serve our customer and assist them to beyond the call of duty
* maintain a professional approach in all circumstances
* maintain the highest possible level of Health and Safety
* work as a team and honour our commitments by acting in an open, professional and friendly manner
* act responsibly by working safely and with consideration for those affected by our operations.

1. **Business standards**
2. Phones to be answered before the 5th ring
3. Quotes to be explained to the potential client listing all exclusions
4. All staff to wear (clean) company logo clothing
5. All staff to say good morning/afternoon on arrival at job
6. Company vehicles to be kept clean(inside/outside)
7. **Personnel requirements**
8. Being **tactful, courteous and understanding**
9. Being an **excellent communicator and listener**
10. Being **trustworthy and efficient**
11. Being **tolerant and persistent**
12. Being **passionate** about quality service
13. Being **multilingual** is also an asset in today’s diverse business environment
14. Being able to **work in collaboration with other people**
15. Being able to **aptly handle stressful situations**
16. Being able to **resolve conflict**
17. Being able to **work on own initiative**