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

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**
2. **Business standards**
3. **Personnel requirements**