This protocol must be followed by all staff with consumer contact.

The purpose of this method is to:

ensuring that our clients receive the finest service possible

surpassing our consumers' expectations

comprehend our consumers' requirements

Develop trusting, respectful, and confident long-term relationships with our customers.

With this in mind, we request:

• be polite to our customers and respect their time; • respond promptly to customer service inquiries; • be patient and attentive when dealing with customers; • use positive language when communicating with customers; • keep confidential information about our customers to yourself; and • collaborate with other customer service representatives to ensure that each client receives the best service possible.

• use proper grammar and spelling when communicating with customers • be proactive in offering assistance and solutions to customers • thank clients for their business • do everything in your power to resolve any issues • ensure that every customer's experience is positive from beginning to end

We appreciate you adhering to our customer service standards and contributing to a pleasant customer experience.