Our mission is to be the preeminent [insert product or service here] provider.

To realise our objective, we must always exceed the expectations of our customers. This necessitates that each member of our staff be dedicated to providing exceptional customer service at all times.

The following standards have been established to ensure that we constantly provide our clients with the high level of service they expect and deserve:

We shall forever:

• be pleasant, professional, and courteous; • be attentive to client enquiries and requests; • address customer complaints expeditiously and effectively; • consistently seek to enhance our quality of service

We won't ever:

• keep clients waiting needlessly; • fail to follow through on promised actions; • criticise other employees or the company in front of consumers; • participate in any type of dishonest or criminal behaviour

Thank you for sticking to these standards and assisting us in providing outstanding customer service.

If you have any queries or concerns, please contact your manager immediately.

Thank you.