

FRIENDS HOUSE CUSTOMER SERVICE EXCELLENCE CHARTER

As a WorldHost Recognised Business, we have made a commitment to providing excellent customer service to all our external and internal customers at all times, and to pro-actively seek ways to go the “extra mile” wherever possible.

Whenever we provide customer service, we will:

- Identify customer needs and manage expectations
- Create a positive first impression
- Pro-actively and efficiently deal with customer problems and issues, finding solutions with a positive and helpful attitude
- Use excellent and relevant communication skills appropriate to the customer
- Leave a positive lasting impression



CUSTOMER INSIGHT

We will consult with our customers, in an appropriate and meaningful way, to identify their needs, manage expectations, measure the outcomes of our service and use the results to improve the customer experience.

CULTURE OF THE ORGANISATION

We strive to be truly customer-focused with a commitment to providing excellent customer service throughout the whole business, from the strategic leader(s) to the front line staff. All staff will know how their role and team are important to providing excellent customer service both externally and internally.

We provide services with an emphasis on value for money and sustainability, and which cater to all requirements. At the heart of this is a focus on customer service and our adherence to the Quaker values and testimonies.

OUR COMMITMENTS

- We listen and respond to the needs of our customers and visitors to ensure ‘time with us is enjoyable’ – we go the extra mile
- We give professional service, customers value for money: fair and transparent pricing
- We greet everyone in a helpful, respectful, and friendly way
- We offer spiritual hospitality in an environment of peace and tranquility linked to our unique Quaker heritage

INFORMATION AND ACCESS

We aim to provide all our customers with timely, accurate and comprehensive information, available through, or delivered by, the most appropriate channels.

EQUALITY

We aim to provide quality services for everyone whatever their race, gender, mobility impairment (hidden and visible), culture, religion, sexuality, vulnerability, or age. We are committed to welcoming and assisting all customers who visit our venue.

TRAINING

Regular training is provided to all staff to ensure high levels of service are consistent and in line with customers' expectations.

TIMELINESS AND QUALITY OF SERVICE

We will endeavour to provide prompt and efficient service, keeping to all agreed timescales, from initial contact throughout the whole customer service experience. Our pursuit of customer service excellence will demand that we provide excellent service for all our customers throughout their entire customer journey.

MEASURING SUCCESS

We value our customers' comments, feedback and suggestions for improvement, received through traditional and digital communication channels, and we will use this information to help us make vital adjustments to the way our business runs, for products and services. Should you wish to make a complaint about our services, you can email events@quaker.org.uk and expect a response within 24 hours (except weekends).

Customer success will inform measured key performance indicators (KPIs) in all parts of our business and we will act upon all customer service outcomes to continuously review and improve our customer service performance.