**Company goals and expectations**

* Understanding the customers ideas and requirements
* Understanding the customers needs and expectations
* Seek feedback from customers to ensure we improve in the future and meet their requests accurately

As part of our commitment to the customer and the service we provide, our expectations from every employee within the company is to:

* Take responsibility for what is promised
* Build and maintain trust with the customer, by solving problems and delivering quality service and advice
* Communicate clearly and explain decisions whilst being open to suggestions
* Build constructive relationships and collaborate with others
* Consistently operate at the highest personal standard
* Employees are expected to be friendly, polite and respectful towards customers
* Employees are expected to be honest in the approach towards customers and abide by the confidentiality agreement

**Our promise to you**

* We greet you with a smile
* We listen to you attentively
* We treat you with courtesy and respect regardless of race, culture or religion
* You get high quality service and/or products
* We treat you as an individual
* We inform and update you on new products/services
* We deal with your complaints quickly
* We help you with special needs
* We go the “extra mile”