C:\Documents and Settings\041003379\Local Settings\Temporary Internet Files\Content.IE5\9JDZ2DM9\MC900230642[1].wmfCUSTOMER SERVICE CHARTER

**About DESK**

DESK (Develop Excellent Skills and Knowledge) is a simulated workplace environment that is well trained to provide you with the skills and knowledge required for a job in business services.

Our purpose is to help people get an understanding of what the job roles will include to improve their efficiency in the business industry. DESK aims to provide you with the right services that would be recommended by experts and our highly experienced team members, who seek to assist you to achieve your goals.

We aim to connect, advise and support businesses all for the benefit to achieve success.

We provide guidance and training in:

* General administration assistant duties such as Organising Meetings and Travel, Maintaining Records, Money Handling and Customer Service.
* Communication: both written and verbal.
* Computer knowledge: Microsoft programmes such as Excel, Word, PowerPoint, Publisher and any other programmes that may be necessary.

DESK hopes to meet your expectations and provide you with all the services that would help you run a successful business.



**Contact Us**

D.E.S.K

Room N423, Level 4, 25 Aberdeen Street

Northbridge WA 6003

Ph. (08) 9427 1629

**Company goals and expectations**

**Our promise to you**

* Greet you with a smile
* Listen to you attentively
* Treat you with courtesy and respect regardless of race, culture or religion
* Ensure you get high quality service and/or products
* Treat you as an individual
* Inform and update you on new products/services
* Deal with your complaints quickly
* Help you with special needs
* Go the “extra mile”

**Goals**

Our company aims to:

* Understand 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

**Expectations**

**External**:

We at DESK are committed to the highest standards of customer service. In return we expect our customers to:

* Be respectful and courteous towards our employees
* Notify us if you have changed your details. E.g. Address, Contact and Personal Details
* Pay their accounts on time. If necessary notify us of any issues relating to payment
* Provide us with accurate information that is easy to understand and consistent

**Internal**:

As part of our commitment to the customers and the services 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
* Be friendly, polite and respectful towards customers and company staff at all times.
* Be honest in the approach towards customers and abide by the confidentiality agreement
* Be punctual and maintain a good attendance record
* Not be discriminative against any employee or customer regardless of their race, religion or sexuality
* Meet all work deadlines
* Dress appropriately for our organisation or workplace
* Have an equal input into all work discussions and decisions

**Occupational Health & Safety**

At DESK, safety is our highest priority.  The safety and security of our customers is principal therefore we take Occupational Health and Safety seriously.

Occupational Health & Safety in Australia applies to all industries that employ people to work. Employers are required to provide a safe system of work. Employees have a duty of care to follow directions given to them by the company. Our company’s OHS policies and procedures are in writing to demonstrate exactly what we have explained to the employees. All employees have attended informative training sessions about our OHS policies.

**Customer Complaints**

The DESK accepts complaints and feedback regarding all aspects of our services.

Our employees take customer complaints very seriously. That is why, when we receive complaints, we promise to handle them with seriousness and urgency. Customer satisfaction is important to us. Therefore, our complaints are attended to promptly. We are committed to handling your complaints in a fair and professional manner.

The purpose of receiving complaints and feedback is to step back and take a look at what our customers think of the way we run our business, as we are always looking for ways to improve.

All complaints received by DESK are private and confidential.

**Complaints Handling Process**

* Complaints will be reviewed by numerous members of staff
* An investigation will be carried out as to why the complaint was received and the issues that caused the complaint
* Employees will be warned and if necessary, severe actions will be taken
* A reply letter will be sent to the customer detailing the decisions made following the complaint
* If the customer is still not satisfied with the actions taken by DESK, our staff will be happy to answer queries in the best way possible

**Staff Complaints**

DESK accepts complaints and feedback from all employees.

All employees have the right to work in a positive environment and not to feel intimidated to report workplace situations.

It is important for our company to know any information or situation that we are not aware of to improve the efficiency of the workplace.

All complaints received from the employees are private and confidential.

If employees feel pressured or intimidated and wish to make a complaint, please:

* Lodge a complaint with the Managers
* Leave your suggestion/complaint in the Complaints box to remain anonymous

**Customer Feedback**

DESK welcomes constructive feedback so that we can improve the service we provide to you.

If you have been pleased with the level of service, let us know as it gives us the opportunity to recognise good work that our staff perform.

If you feel we haven’t measured up to your expectations, please let us know by either:

Visiting us at: **Room N423, Level 4, 25 Aberdeen Street, NORTHBRIDGE WA 6000**

Calling us on: **9427 1629**

Or send a letter to the address above.

We will reply to your feedback as soon as we can.

**Employee Feedback**

At DESK, we welcome feedback from our employees.

Whether it is a positive remark or a suggestion, we encourage employees to contribute their ideas as we are always looking to improve our work environment.

If employees would like to give their feedback, they can:

* Lodge their feedback to the Managers
* Leave your feedback sheet in the Suggestions Box.
* Send feedback to Room N423, Level 4, 25 Aberdeen Street, NORTHBRIDGE, 6000.

 All feedback will remain private and confidential.