

CUSTOMER SERVICE POLICY

Reliability

Always comply with what you have said you will do for a customer – if not more.

Customer contact and service

Greet customers and make eye contact whenever appropriate. Maintain and frequent review of customer relation database to familiarize with customers' names.

Presentation

Maintain a clean and professional image at all times, grooming and personal cleanliness are expected at all times.

Truth and sincerity

Frequently update and revise industry knowledge to ensure only the best advice and suggestions are given. Provide as much information as possible and follow-up on unanswered enquiries to give the satisfaction the customer wants.

Credibility

Never promise what you cannot deliver. Be sincere and make a genuine effort to fulfill the customer's expectation. Follow up and confirm satisfaction.

Attentiveness

Be observant to your surroundings, especially those of comforts for the tourists around you. If you are cold or thirsty, they may also feel the same.

Communication

Speak in a clear and confident manner. Keep customers well informed about things that affect them. Let them know if there are delays and be apologetic if they are inconvenienced. Make sure they know you are concerned about their experience. Build a rapport without intruding and communicate with other staff to ensure messages are consistent.

Flexibility and Convenience

Maintain a 'can-do' attitude. Even if the request is unusual, think about how we can either satisfy their request or provide alternative options. Make it easy for them to do business with us.

Courtesy and Tact

Always treat customers with respect and courtesy. Avoid too much familiarity and monitor their reaction to your approach. Thank them for their business and ensure they are aware you appreciate their custom. The customer is always "right", be diplomatic as customers do not like to be told they are wrong.

