



Customer Service Policy

Autolift aim to develop strategies to improve the way we provide customer service and identify/meet our customers' needs;

- We need to ensure we have a consistent and reliable method to assess customer's needs and implement practices, which support these needs.
- We need to develop strategies that all staff can refer to and practice, which will support the diverse needs of our community.

Procedures

When a customer has engaged with Autolift for the first time;

- Greet the customer.
- Staff member introduces self by name if not known to customer.
- If unable to attend to customer immediately, politely indicate that you will only be a short time.
- Apologise for any delay.
- Use the customer's name.
- Show genuine interest in the customer.
- If you cannot assist the customer, find someone else who can help.
- When you receive an incoming phone call it is to be answered immediately.
- Use the phrase "Good morning/afternoon, (service name) (your name) speaking."
 - If you need to transfer a call, it is necessary to inform the person on the line you will transfer them

If the transferred extension does not answer you must;

- Press the line and inform the customer that you were unable to transfer them.
- Ask them if you can take a message to pass on.
- If not able to pass on immediately pass the message on via email to the appropriate service

When a Customer has an Enquiry or Complaint about service, you are to identify;

- Wants and Needs
- Listen without interrupting.
- Ask appropriate questions.
- Demonstrate willingness to help the customer with their enquiry.
- Clarify anything that is unclear
- State the action to be taken.
- Offer alternatives if original action is unacceptable to customer.
- Draw out any additional concerns.

Closure

- Thank the customer (if appropriate).
- Offer future services of assistance.
- Farewell the customer

We hope this clarifies our policy. If you have any further questions, please send us an email info@autolift.com.au, or contact us on 9534 0444.

Our goal is to provide you with full service and complete satisfaction, and we look forward to serving you.