



Customer Care Policy Statement

At Grey Simmonds Food Service Equipment Ltd, we strive to deliver services to the highest quality in ways that fully satisfy our customers' requirements. To do this we must ensure our standards of customer care are shaped and designed with their involvement.

A key aim for Grey Simmonds Food Service Equipment Ltd is to improve our customer satisfaction through understanding what really matters to our customers and delivering service excellence consistently across all that we do.

We will listen to our customers and develop a service to best suit their requirements. We will treat all our customers with the respect and integrity, ensuring that our staff are responsible, and customer focused at all times. We will ensure all correspondence is accurate, always available and easy to read.

By providing the best customer care possible we expect to be able to:

- Improve customer satisfaction by enhancing the client's experience from estimate through to completion,
- Become the Servicing and Maintenance Contractor of choice,
- Retain existing customers,
- Enhance the company's reputation.

Grey Simmonds Food Service Equipment Ltd staff are highly customer focused, polite and courteous at all times will take pride in their appearance, and that of company vehicles and tools, and dress appropriately for the work to be carried out.

Our operatives are knowledgeable and up to date with current policies and practice regarding diversity and equal opportunities, respect peoples' privacy and dignity at all times. This is to ensure our clients always know the person taking responsibility for the enquiry/project or problem and all major issues will be dealt with by the management

Customer complaints and compliments are monitored by the company and feedback given to the employees concerned. Follow up action will be taken as appropriate.

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Signed:
Scott Dackombe
Managing Director

DATE: 1st January 2025

LATEST DATE FOR NEXT REVIEW: 31st January 2025