

## Customer service policy

### **Mission statement**

*“We appreciate the importance of long-term partnerships and therefore endeavour to consistently deliver a high level of service.*

*We communicate with key personnel on a regular basis, building the relationship on honesty, trust and professionalism.”*

### **Our aim**

The team are constantly working on new initiatives to stay ahead in the marketplace to ensure we remain a forward-thinking company at the forefront of staff provision for Schools.

For candidates we offer a personalised service and a team of experienced consultants that encompass the key elements of Education Recruitment.

Our overall ethos is based around fully appreciating the importance of long-term partnerships between both Schools and candidates whilst consistently striving to deliver the highest possible level of service.

### **Customer service expectations of staff internally**

It is imperative that all staff follow the company procedures and policies relating to customer service. All staff are required to obtain the necessary skills to deliver a high level of customer service before selection and must demonstrate this during the interview process and throughout the working relationship.

We make all staff aware of our procedures and these are enhanced and emphasised during the induction period and through regular CPD. We pride ourselves on the high level of service we provide, and this is a prerequisite to the job.

### **Measuring Customer Service**

As a company we ensure that we appreciate feedback and regularly check our level of service to both candidates and clients.

We do this through: -

- Service questionnaires to candidates.
- Service questionnaires to clients.
- Long term performance reviews on our candidates.
- Registration experience questionnaires to candidates.
- Verbal feedback during regular catch ups with both candidates and clients

## **Principal Resourcing rules on good customer service**

1. Start with a smile– Smiling puts the customer at ease and lets them know you are ready and able to help.
2. Ensure bookings and queries are dealt with promptly and professionally.
3. Ensure the registration process is efficient and candidates are cleared and provided with work as soon as possible.
4. Provide educational knowledge and updates regularly
5. Go above and beyond other agencies
6. Listen to what customer is saying, ask appropriate questions and clarify if unsure.
7. Be civil and respectful – Displaying professionalism shows the customer that you value their work.
8. Be honest, reliable and trustworthy
9. Answer any incoming calls within 3 rings and respond to incoming emails ASAP.
10. Work towards building long term relationships with clients and candidates.
11. Treat Customers with empathy and understanding – Customers want to know you understand their situation/special circumstances.
12. Respond promptly and accurately – Let customers know when they can expect results and always do the job right first time.
13. Be reliable – Show customers that you can deliver their chosen service on time.
14. Explain the process – Make sure your customers understand your processes and procedures.
15. Make information accessible – Have a transparent system so customers can submit and follow up on requests.
16. Be the expert – Show the customer that you are the right person with the right expertise to deliver what they need.
17. Anticipate customer needs - The more you know your customer the better you can service their needs.
18. Look for ways to get to yes. – Look at all possibilities in order to find all available solutions to help the customer.
19. Ensure every encounter goes well – By establishing rapport, recommending actions, determining next steps.
20. Follow up – Have a system in place to check you have met the customer's needs.
21. Own up to mistakes with humility – We all make mistakes and sometimes need to rectify mistakes for others in the business. Apologise, take ownership and solve the problem.
22. Make relationships matter – Our customers success is our success and the success of the business.
23. Deal with complaints, safeguarding issues, pay queries or other important matters quickly and thoroughly

***It's the principle that matters....  
...it's the people that count***