



# Customer Care Policy

(last reviewed Jan 2010)

**Objective: to maximise the care we give our customers whenever we are presented with an opportunity for a service moment**

## General

Host is a service company, so many opportunities present themselves during the course of a normal working day when we can show our customers that we really do care by providing them with a one:one service that they enjoy, encouraging them to repeat their experience.

We define our customers as contracted clients, consumers of our services (our daily counter customers), suppliers and our Host colleagues. We are also aware that in our catering outlets some consumers choose not to use our services, preferring to bring food from home, so these 'non-users' must be looked upon as customers in waiting whenever we see them in the course of our normal duties.

Whenever a customer receives a service from any Host employee, please remember that you are representing your many other colleagues in the Host community when you provide the service and that your customer will always think of the service that you give them, good or bad, as the standard service they can expect from any Host person – it is so important to provide a good service as you let all your colleagues down badly if you do not deliver at that precise service moment.

It is every Host employee's responsibility, in whatever job they carry out, to provide their customers with a service that they would be happy to receive themselves. In particular, with our e-comment cards, it is important that we answer all relevant customer comments made through the system within 24 hours so that everyone copied knows what we are doing about any specific comment.

We provide customer service training as a core skill through the Host on-line Matrix and customer care is a recurring subject at our regular continuous improvement team meetings.

## The service moment

When presented with a '**service moment**' consider how you would like to be treated, and provide the best service you can. Always ascertain at the end of the service moment whether your customer has received the service they expected; e.g. have they got the food they wanted, the information sought, the agreed actions and timescales required?

***It matters not what sort of day you have been having; your customer never deserves to be provided with a poor service moment.***

**We should treat others the way we would like to be treated.  
It is important that whenever you have a service moment that you give of your best as any service business survives and grows on it's good name for service.**

  
a different taste