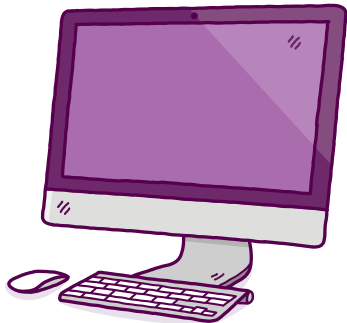




# CUSTOMER CONTACT CENTRE SERVICE STANDARDS

The Contact Centre aims to provide excellent customer service to all RBH customers

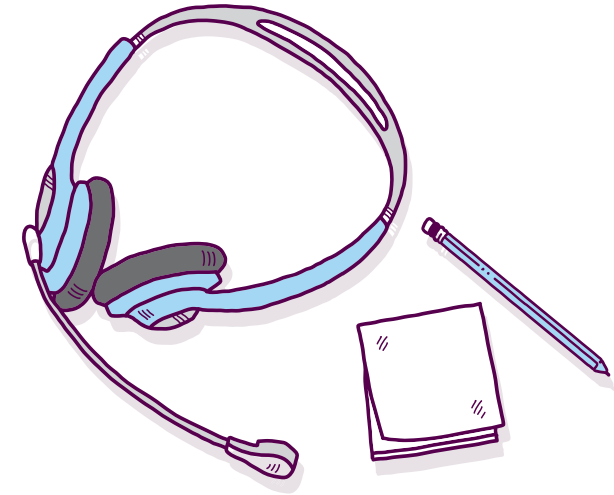
The hours of opening are 8.00am to 5.00pm Monday to Friday



## Repairs Calls

We will:

- Open the call with a warm welcome
- Provide the correct greeting
- Confirm the customers details
- Carry out security checks when necessary
- Personalise the caller
- Fact find during the call by using effective questioning to diagnose the issue
- Review the customer history when appropriate
- Listen, understand and empathise with the caller
- Direct the call
- Manage pauses
- Use positive speech
- Take ownership of the enquiry
- Overcome any objections
- Act in an assertive but professional manner
- Explain clearly what is happening
- Ensure the customer understands
- Aim to resolve all calls at the 1st point of contact
- Follow procedures to successfully resolve the enquiry
- Confirm timescales
- Capture accurate details
- Check if there is anything else we can help with
- Summarise and agree actions
- Check the customer is satisfied
- Thank the customer for calling



## Any other Business calls (AOB)

We will:

- Operate as a switchboard service
- Open the call with a warm welcome
- Provide the correct greeting
- Sign post or transfer the customer to the correct service

## E-mails

We will:

- Send an acknowledgement via e-mail to confirm receipt of the email request
- Contact the customer if any further information is required
- Process the e-mail request to successfully resolve the enquiry