

POLICY NAME CUSTOMER RELATIONS

POLICY NUMBER 2.5.1

CATEGORIES

DATE PROPOSED: 11/8/18

DATE OF VOTE: 1/16/19

ACCEPT (Y/N): Y

Employees must be polite and pleasant to every customer at all times in order to ensure that ice-skating is an entertaining experience in an enjoyable atmosphere. Employees should immediately acknowledge customers with a friendly greeting when they approach the office window, concession stand or skate rental counter. Inquisitive customers should be treated with patience and respect, even during stressful situations. If customers are misinformed, they should not be lectured. The customer must always feel as though we care about their specific situation and/or problem. Never lie to or intentionally mislead a customer in order to reduce their negative reaction.

While it is important not to show favoritism to any individual or group of customers, it is also important to do everything possible to assist each customer with their particular needs.

Even in a circumstance where a customer makes an employee the brunt or focal point of verbal abuse the employee must not take the customer's words personally and should continue to focus their attention on helping the customer. If an employee is unable to satisfy a patron through carefully chosen words and actions and the thoughtful application of facility policy, then a supervisor should be called to resolve the issue. If the supervisor fails, then a member of management should become involved.

Any employee who treats a customer in a rude, thoughtless, unconcerned, or unprofessional manner will be subject to disciplinary action.

COMMENTS: