

Customer Service

Purpose *To have values and practices that focus on our intent to provide good customer service.*

Policy Statement *The Bottle Depot will assist the employee to provide a standard of service to the customer that demonstrates that they are valued and keep them coming back.*

Program Area:	Bottle Depot				Page:	1 of 1
		A	Feb 23/06			

Customer Service

- Greet customers with a smile and a friendly greeting.
- If you know their name, use it.
- Avoid personal conversations between staff members that exclude the customer.
- Do not discuss operational problems or complain about issues or other employees in front of the customers.
- Be respectful and courteous.
- Use business etiquette when answering the phone.
- Keep work areas clean and organized.
- Keep aisles/walkways free of stock and garbage.
- Help customers bring product in from outside.
- Support other team members by covering for breaks, keeping supplies full, recounting and helping with large orders.
- Strive for accuracy in counting the product.
- Handle drop off orders as soon as you are able.
- Plan and assist with Customer Appreciation Events, draws and promotional items.
- Take the extra step (wash customer tubs).

Program Area:	Bottle Depot					Page:	1 of 1
		A	Feb 23/06				