



# Customer Service Charter

February 2010



# Our Vision

To provide quality training solutions to the  
Automotive Holdings Group





# Our Values

*Values that shape the attitudes and behaviours of our team.*

## **We are one team**

- We treat all members of the AHG Network as part of our wider team and with a high level of customer service on a daily basis

## **We maintain integrity**

- We do what we say we are going to do
- We set objectives that are both challenging and realistic within the timeframes provided
- We carry out all tasks with commitment and professionalism

## **We are innovative**

- We will further develop the knowledge of the team to bring exciting new methodologies and technologies to the training environment

## **We are friendly**

- We maintain a friendly, positive and enthusiastic manner in all aspects of our daily operations



# Guiding Principles

*Principles that guide all decisions and directions at CAL.*

- To up skill our people and continuously improve our business.
- To create training opportunities across different business areas.
- To provide equal employment opportunities for our people.
- To provide a quality training experience.
- To be cost effective.





# Our Customers

Our customers are all staff members of the Automotive Holdings Group or any external stakeholder involved in the Learning and Development activities at CAL.

# Our Sites

This College of Automotive Learning Customer Service Charter applies to all staff, contractors and affiliates working with CAL while servicing any of the businesses/staff within the Automotive Holdings Group.





# Customer Expectations

## What you can expect from us

We will strive to ensure the following standards of service, as a minimum to all of our customers:

- A clean and safe environment
- Well maintained training rooms and facilities
- Acknowledgement upon entry to the AMCAP Distribution Centre where CAL hosts the vast majority of training sessions by a friendly face and welcoming smile
- Approachable and readily identified staff
- Individual service by responsive, well mannered and caring staff
- Trained and informed staff at all levels, who can provide accurate, timely and relevant information or refer customers to someone who has with the minimum of delay
- Enthusiastic, motivated staff who promote good working relationships
- Consistency of service by all CAL team members
- Accessible Training Evaluation Forms and/or Customer Comment Forms.



# Telephone Communication

## We will endeavour to:

- Answer telephone calls with a smile and a pleasant tone of voice
- Respond to your enquiry immediately or transfer you to the relevant person within the team
- Clarify your contact details and leave you with a specific time when we will get back to you.





# Correspondence

## We will endeavor to:

- Ensure that your e-mail, written request or Customer Comment Form is passed to the appropriate person and a response is provided within 5 working days
- Ensure that the response is relevant to the request and is written in clear and simple language using appropriate templates
- File a copy of all correspondence

