

Turner Valley Golf Club

Customer Service Standards Policy

Policy Statement

Turner Valley Golf Club Management and Board of Directors is committed to upholding **Service with Excellence** standards to our members, guests, general public, and staff (herewith referred to as Customers) with a consistent level of customer service! In the pursuit of our commitment, the employees of Turner Valley Golf Club (herewith referred to as TVGC) are given opportunities for ongoing professional development to implement excellent customer service standards.

Intent

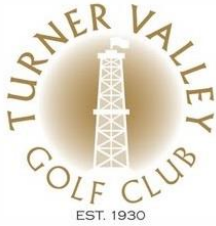
At Turner Valley Golf Club we will:

- Greet our Customers with eye contact and a smile
- Greet our Customers with a verbal WELCOME
- Greet our Customers with the utmost respect, kindness and friendly manner, to provide them quality service each and every visit
- Provide knowledgeable service to our Customers
- Engage our Customers in friendly conversation
- Resolving Customers concerns fairly, with respect and with dignity
- Interact with our Customers using patience and understanding
- Respect our Customers privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of **our** work
- Portray a professional image at all times
- Act with integrity at all times
- Find areas of interest and up-sell Customers with items they don't even know they need.

Policy

TVGC will provide copies of the **Service with Excellence** Customer Service Standards Policy upon request, and will ensure any electronic policies will be in a format that is accessible for all our Customers. The Customer Service Standards Policy will be posted on our website as well.

TVGC shall ensure that our products and services are accessible, and meet a consistent high standard of quality. Named brand clothing, shoes, golf clubs, accessories, playing lessons, high standards of snack foods, beverages and sit-down meals are just a few of the items that can be found in the Pro Shop, Dining Room, Lounge and Banquet Room.



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TVGC will ensure each customer receives exceptional ***Service with Excellence*** service by providing a customer friendly environment which includes greeting and acknowledging every customer, maintaining outstanding standards.

TVGC will ensure that our Customers are provided with appropriate feedback mechanisms in a variety of avenues. Such as:

- to give constructive feedback directly with a staff member if applicable.
- to provide a method to contact the departmental Manager.
- to contact the General Manager regarding concerns.

We take customer feedback seriously, and will work to address comments, suggestions, and concerns. TVGC will acknowledge the receipt of feedback in an appropriate manner.

TVGC frontline staff have been given strategies to empower their decision making in creating friendly feelings with customers as a way to resolve customer concerns immediately upon a Customer displaying dissatisfaction will only collect and use customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable legislation including the Privacy Act and PIPEDA.

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TVGC is in progress to ensure that our facilities, products and services are accessible to all persons including those with disabilities. All customer service provided shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

TVGC employees, not just those on the frontline, shall provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.

TVGC employees shall be provided with ongoing professional development in customer service to ensure the consistent delivery of exceptional service standards set forth.

Appropriate action will be taken to improve upon the customer service standards with more training given to any employee that does not meet these standards.