

EXCEEDING EXPECTATION

CUSTOMER SERVICES CHARTER

OUR VALUES



Using our employee's own words, Meritec is a

- Friendly
- Hardworking
- Professional
- Team (of)
- Quality (people)

Delivering quality services to our valued customers

WHAT IS A CUSTOMER SERVICES CHARTER?

A customer service charter is a key tool that can help to improve our customer experience and in turn improve our business prospects.

It's an agreed set of principals that outline the standards that we intend to uphold whenever and wherever we deal with customers.

It will act as a guide for our staff and our customers, letting our staff know what we expect from them, and our customers know what to expect from us.

A customer service charter allows us to put our customers experience at the heart of Meritec.

OUR STAFF

Any business can make a vague commitment to uphold strong customer service standards, but with a customer service charter, we will clearly define what good customer service looks like to us and challenge our staff to meet & exceed these standards.

All our staff, at all levels, will know what is needed from them, so there can be no ambiguity in terms of expectation.

OUR CUSTOMERS

By stating our ambition to delivery best of breed customers services, our valued customers will be aware of exactly what sort of service they can expect to receive at every touchpoint.

By performing to these standards, it will improve customer engagement and they will be more likely to choose Meritec consistently over our competitors.

Our customer will always be aware of the standards they can expect from us.

OUR CHARTER

“Meritec commits to providing high quality services, solutions and support.

We dedicate ourselves to “best of breed” customer service and a commitment to always strive to exceed expectations”.

OUR PROMISE

We commit to fulfilling the following promises to our valued customers:

- We will treat all customers on an equal and fair basis and as we would expect to be treated ourselves.
- We will show courtesy, respect and empathy at all times.
- We will be open, honest and transparent.
- We will follow through on our commitments and make every effort to resolve all customer queries and complaints.
- We value feedback and will use this to continuously improve our services.
- **We will always aim to exceed your expectations.**