

LOOKING4

CUSTOMER SERVICE

CHARTER

WHAT WE EXPECT

SHARE OUR KNOWLEDGE

- Share our knowledge of Airport Parking with our customers
- 100% accuracy – giving customers confidence to book
- We will listen, and provide the customer with a solution that suits them best
- Here to help – make booking airport parking quick, simple and satisfying

EFFICIENCY

- Respond to all emails within 1 working day
- Calls answered within 15 seconds
- Complaint resolution within 1 week
- Inject energy and personality into everything we do

UNDERSTANDING

- See the customer's point of view
- Treat the customer with respect
- Review customer feedback websites
- Social media interaction

HAPPY WORK PLACE

- Constantly looking at ways to become better at our Job
- Lead by example
- Help colleagues strive to be the best
- Start the holiday journey for the customer