

# CUSTOMER SERVICE CHARTER



## **Standards of Service**

Staff of HTN - Hospitality Employment Solutions ensures delivery of the following standards of service, as a minimum, to our Host Trainer and Apprentice/Trainee clients :

### **Service**

- You will find staff courteous and helpful.
- You can expect staff to have the knowledge, authority and responsibility to deal with your enquiries or be able to have someone who has put in contact with you.
- You will be put in touch with the appropriate person with the minimum of delay.
- We will assist you immediately upon arrival at our office.

### **Field Service – Apprentices and Trainees**

- You will be visited onsite at your Host Trainer's venue, or a meeting arranged at another suitable location, not less than once per month.
- If we are unable to arrange a suitable monthly meeting time, you will be contacted by your Field Consultant by phone to discuss your progress and to assist you where possible.

### **Field Service – Host Trainers**

- We will visit onsite not less than once per month.
- If you do not wish for us to visit monthly, we will adhere to the frequency of visit that you request.

### **Telephone communication**

- Your telephone calls will be answered promptly with the staff member's name identified.
- You can expect us to acknowledge or respond to telephone messages as soon as possible and at latest by the next working day.

### **Written communication**

- We acknowledge or reply to your written communications as soon as possible and at latest within 5 working days of receipt.
- Our written communications to you are in clear and simple language, address the issues directly and include relevant contact details.

### **Information**

- We provide clear and accurate information about HTN's services.

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## Electronic communication

- We acknowledge or reply to your electronic communications as soon as possible and at latest within one working day of receipt.

## Charges

- Our charges will be explained to you in detail .

## Meeting deadlines

- We will meet agreed deadlines for the completion of your enquiry.

## Improving our service

We will be responsive to your needs and ideas and welcome your comments in order to help us improve our service.

If you have a comment let us know by one or more of the following methods:

- Discuss the matter with a member of staff who will assist you or will have the appropriate person contact you.
- Write to the Chief Operating Officer C/- HTN P. O. Box 198 Roseville NSW 2069

There is a procedure to deal with issues or complaints:

- Refer to HTN's issues or complaints procedure

## Evaluation of our performance

- We will regularly monitor and seek to improve the quality of our client service as required under Standard 1.6 of the National Standards for Group Training Organisations.
- Reports of comments, complaints and action taken will be reviewed regularly at Manager's Meetings for the purpose of service improvement.

## Help us to help you by:

- Treating our staff courteously.
- Providing us with relevant information.

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Michael Bennett  
Chief Operating Officer