



rjfacilities
Making a difference

Customer Care Policy

R&J Facilities will place Customer Care at the forefront of its activities and we achieve this by:

- Designing specifications and cleaning schedules which meet the needs of our client's premises and budgets.
- Benchmarking standards and implementing audit systems which ensure standards are being maintained.
- Ensuring staff are trained, organised and equipped to achieve and maintain the agreed standards.
- Creating an environment whereby staff can succeed. Recognise achievement and regard set-backs as opportunities.
- Communicating continuously and consistently to staff and clients avoiding doubt and confusion, ensuring everyone is working towards the same goal.
- Being proactive, having a can do attitude and responding positively to requests and the changing needs of our clients.
- Ensuring staff are valued and their contribution to the company is recognised.
- Ensuring we are constantly aware of changes in cleaning systems, methods and equipment which are benefit to our clients and staff.
- Understanding our responsibilities for the maintenance of our clients' premises and supporting them in the achievement of their corporate goals.

R&J Facilities will be professional, enthusiastic and committed in their dealings with clients, staff, service partners and suppliers to ensure our service is of the highest standards at all times.

