

BLOGRE CLEANING AND FUMIGATION SERVICES

CUSTOMER SERVICE POLICY



BLOGRE
COMPANY LIMITED
Cleaning & Fumigation

SHIKUNZI OBADIA

Managing Director

P.O.Box 2220

ARUSHA

KIKWAKWARU B- STREET

Mobile: 255712976060 / 0786955182

Email: info@blogre.ac.tz

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COMPANY LIMITED
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CUSTOMER SERVICE POLIC FOR BLOGRE COMPANY LTD

1. INTRODUCTION

This Customer Service Policy outlines the principles and guidelines that govern our interactions with customers in the cleaning and fumigation sector in Tanzania. Our company is committed to delivering high-quality services that meet customer expectations and regulatory requirements.

2. Customer Commitment We pledge to provide professional, reliable, and efficient cleaning and fumigation services while maintaining high standards of customer satisfaction. Our commitment includes:

- Prompt response to customer inquiries and service requests
- Clear communication regarding service scope, pricing, and timelines
- Courteous and professional interactions at all times
- Ensuring customer feedback is valued and acted upon

3. Service Standards

- All employees must be trained in customer service and technical service delivery.

- Services must be carried out using safe, approved, and environmentally friendly cleaning and fumigation products.
- Timeliness: All scheduled services must be completed within the agreed timeframe.
- Quality Assurance: Supervisors must inspect work to ensure it meets company and industry standards.

4. Customer Communication

- All customer interactions must be conducted in a respectful and professional manner.
- Customers must be informed of any changes to scheduled services in advance.
- A dedicated customer support team must be available during business hours to address inquiries and complaints.

5. Complaint Handling and Dispute Resolution

- Customers can submit complaints through phone, email, or an online platform.
- Complaints must be acknowledged within 24 hours and resolved within 72 hours where possible.
- If a resolution is not satisfactory, customers may escalate their concerns to management.
- Feedback from complaints must be analyzed for service improvement.

6. Health and Safety Commitment

- Employees must adhere to safety regulations when handling cleaning and fumigation chemicals.
- Customers must be informed of any necessary precautions before and after service delivery.
- Protective equipment must be used to ensure the safety of employees and customers.

7. Confidentiality and Data Protection

- Customer information must be treated with confidentiality and used solely for service delivery purposes.
- Personal data must be protected in compliance with Tanzanian data protection regulations.

8. Continuous Improvement

- Regular training sessions must be conducted to enhance customer service skills.
- Customer feedback must be used to improve service quality.
- The policy must be reviewed periodically to ensure alignment with best practices and regulatory changes.

9. Compliance with Local Regulations

- All cleaning and fumigation services must comply with Tanzanian health, safety, and environmental laws.
- Necessary permits and licenses must be maintained at all times.

10. Conclusion This Customer Service Policy reflects our commitment to excellence in cleaning and fumigation services. All employees are required to adhere to this policy to ensure customer satisfaction and company growth.

Approval:

This Customer Service Policy is approved by:

Your sincerely,

Shikunzi

Shikunzi Obadia
Managing Director
BLOGRE Company Ltd



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