

# ***TORRENS VALLEY INTERNATIONAL RESIDENCE VALUES & SERVICE STANDARDS***

At Torrens Valley International Residence we are a team of people who are committed to delivering quality service by providing: -

- ◆ **Customer service** that is welcoming, respectful, consistent, efficient and courteous.
- ◆ **A professional approach** which ensures the requirements of the job are met and that our communication and behaviour with our customers and each other, reflects this focus and commitment.
- ◆ **A standard of communication and personal interaction** that is non-judgemental, and that is based on good listening skills, approachability, consistency and patience.
- ◆ **A safe, secure and clean environment** by always being aware of potential hazards and risks, taking appropriate action, and adhering to the guidelines laid down by the Board in compliance with the Occupational Health, Safety & Welfare Act.
- ◆ **An environment** that encourages support and trust between staff and between customers and staff, by conducting ourselves without personal influences.
- ◆ **A work environment** that is orderly and tidy, where areas are organised and clean at all times.
- ◆ **A work environment** where staff are accountable and responsible for their decisions and actions, whilst maintaining confidentiality.
- ◆ **Innovation and enthusiasm** towards our goals, take measured risks, are enterprising, accept change, solve problems creatively and are willing to participate in all areas to enhance customer service.
- ◆ **A team of people** who take pride in their appearance and personal hygiene.

- ◆ **A 'complaint friendly' environment** that encourages open discussion and positive feedback from all team members and customers, to enable a satisfactory outcome to any concerns raised.
- ◆ **A timely notification** of non-attendance at work to ensure continuity of service to our customers.
- ◆ **Service** which is easily accessible and informative, in a format that our customers can understand. We will be easily contacted during normal working hours by telephone, fax, e-mail, letter and in person.
- ◆ **Prompt** telephone response and identifying ourselves by organisation and name. We will respond within one working day, to acknowledge any form of communication from our customers.
- ◆ **Accurate and relevant** information to our customers.
- ◆ **Respectful consideration** to our customers in terms of cultural and/or religious beliefs.

We are committed to a workplace that acknowledges cultural diversity, promotes equity and provides a safe and healthy environment. We are also aware of the need to provide value to the organisation for its investment in its staff.

We aim to have our customers, upon conclusion of their stay at Torrens Valley International Residence, feeling individually valued, satisfied with the service provided by our team and encouraged to recommend us to others.

By stating these standards and values we acknowledge that the words alone are not sufficient. It is the actions, based on these standards and values, which are important.