My Department Stores Customer Service Policy and Procedure
Business Supplies – Reconditioned Toner Cartridges Team

Policy Statement

My Department Stores is committed to providing an exceptional level of service to customers who engage with the business in person, via phone or via chat.

Application

This procedure relates to the Business Supplies Team responsible for customer service interactions relating to reconditioned toner cartridges.

PROVIDING CUSTOMER SERVICE IN PERSON/OVER TELEPHONE

Customers should be greeted professionally by staff within 1 minute of entering the store or coming to the attention of the staff member. Staff should collect information from customers about their needs and expectations and provide them with product and service options.

When providing customer service over the phone, phone calls should be answered within three rings.

Communicating with customers

Staff should use professional communication skills when communicating with customers.

- Use rapport building skills to establish a relationship with the customer Use open, welcoming body language to encourage the customer to share their concerns
- Use active listening skills to ensure the customer feels heard
- Speak clearly and professionally
- Adjust your speaking to meet the customer's needs

Supporting customers with special needs

Staff should provide assistance to support customers with mobility needs when required. Other supports offered by staff can include providing information verbally for customers with vision impairments or providing written information for customers with hearing impairments.

Escalating customer requests or service issues

Staff should request assistance from their supervisor/manager when they cannot respond to the customer's needs or when customers have concerns or problems are encountered.

Provide In-Person Customer Service Procedure

The following steps should be completed when providing customer service to customers in the store:

1. Greet the customer within 1 minute of entering the store or coming to the attention of the staff member.
2. Ask questions to encourage the customer to explain their needs
3. Ask questions to clarify or confirm the customer's needs
4. Ask questions to identify the urgency of the customer's requests
5. Provide information to the customer about their required product or service
6. Ask questions to request feedback on the options suggested

7. When needed, make adjustments to the service being offered to respond to the customer's feedback (e.g. offering delivery, providing information about complimentary products or services, answering questions, etc.)
8. Assist the customer to access the product or service that best meets their needs (e.g. process the sale, book an appointment, etc.)
9. Advise the customer that they can contact you with any problems, and provide a method of contacting you (e.g. a phone number or email address)
10. Request feedback from the customer about the service provided to them
11. Document the feedback received from the customer

PROVIDING CUSTOMER SERVICE VIA CHAT

Customers are able to contact My Department Stores via live chat to ask questions and request assistance.

Customer messages must be responded to within 30 seconds of being sent/posted. Information should be provided succinctly and clearly to customers.

Provide Customer Service via Chat Procedure

The following steps should be completed when providing customer service via chat:

1. Greet the customer within 30 seconds
2. Ask questions to encourage the customer to explain their needs
3. Ask questions to identify the urgency of the customer's requests
4. Clarify or confirm the customer's needs
5. Provide information to the customer about their required product or service
6. Ask questions to request feedback on the options suggested
7. Assist the customer to access the product or service that best meets their needs (e.g. process the sale, book an appointment, etc.)

PROCESSING TONER CARTRIDGE SALES ORDERS

Customer Service Officers must record sales orders as they are received (immediately) by completing the online My Department Stores Toner Cartridge Sales Order Form (using the employee password dainty6):

https://topoffice.com.au/my-department-stores-toner-cartridge-sales-order-form/

RESPONDING TO CUSTOMER COMPLAINTS

My Department Stores is committed to providing a high level of customer service (from initial customer contact through to resolving issues), as well as disclosing clear information on guarantees, warranties and refunds to help avoid complaints. However, if a complaint is received, our goal is to address it quickly and fairly and it will be managed in three stages:

1. Find out why our customer is unhappy.
2. Do everything that we reasonably can do to make our customer happy.
3. Review the incident to consider potential improvements to service or complaints handling.

Timeframes for Complaint Resolution

All complaints must be responded to immediately (or if received via email, by 5:00pm on the business day that they are received) and logged to our customer feedback register immediately upon receipt:

https://topoffice.com.au/my-department-stores-customer-complaint-register/

It is the responsibility of the Customer Service Officer to receive the complaint and either propose a solution or escalate the complaint to their Team Leader (if the employee responding to the complaint is unable to identify a solution in line

with organisational policies and procedures that the customer is satisfied with or if the complaint is outside of their area of responsibility).

In instances where a complaint is escalated, the employee escalating the complaint must ensure, through follow-up with the Team Leader, that an update of progress has been provided to the customer within one business day (and investigation and appropriate action must be completed by the Team Leader within five business days).

Responding to a Customer Complaint

Please refer to Appendix One of this document - Flow Chart (Responding to Customer Complaint) for the procedure for responding to a customer complaint. When you speak to the customer, ensure that you:

- Thank the customer for taking the time to bring this matter to your attention
- Demonstrate genuine empathy and treat the customer with courtesy, patience, honesty and fairness
- Listen carefully
- Don't jump to conclusions, lay blame or become defensive
- Ask questions to clarify the situation
- Summarise back to the customer your understanding of the problem
- Adopt a solution focussed approach, actively involving the customer in the process

Resolution

The following table provides an example of the types of complaints that may be received and common solutions that can be negotiated with the customer to achieve a positive outcome. The Customer Service Officer is responsible for receiving the complaint, logging the complaint in the online Customer Complaint Register and identifying and agreeing on a solution, unless the type of complaint requires escalation to their Team Leader.

Problem	**Possible Solution**
Faulty product	Escalate to Team Leader to collect evidence of fault through troubleshooting fault code and common issues related to product installation, operating system, printer faults causing the product not to work, etc). Once product fault has been confirmed, replace product on warranty on express delivery. Return faulty product to supplier (in cases where a product fault is received more than once from a supplier product, investigation must be undertaken to identify supply issues).
Delays in delivery	Check the customer location and agreed timeframe to identify if there is a delay. If product not received within agreed timeframes and quoted delivery timeframe has been exceeded by more than 24 hours, Customer Service Officer has authority to send replacement product via express service for next business day delivery.
Incorrect charge on credit card	Escalate to Team Leader for investigation with finance team. In instances where an incorrect charge is confirmed (after reconciling the receipt with the payment), a refund will be processed to the customer account same business day.
Product damaged in transit	Specific details to be captured on the damage to the product. Packaging may appear damaged, however, product may still be intact in inside packaging. Ask customer to check for any obvious damage to the product itself and describe. In instances where the customer describes obvious damage to the product, the Customer Service Officer has authority to send replacement product by courier (if reported prior to 10:00am, this will be same-day, otherwise next business day). Customer must be available for courier delivery as courier will collect damaged product at the same time.

APPENDIX ONE: FLOW CHART – RESPONDING TO A CUSTOMER COMPLAINT

Keep notes of all information (this will be recorded in our customer complaint online register).

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Ask the customer to confirm their details (name, address, email address and telephone number). Confirm details and then refer to the customer by name throughout the phone call to assist with rapport building.

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If the complaint relates to a sale (such as a faulty product, delayed delivery), confirm with the customer the date of purchase and ask for the docket number on their receipt.

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Inform the customer that we have a customer complaints procedure and appreciate them bringing this to our attention. Explain that you will be taking down detailed notes of their concerns to ensure that we are able to offer satisfactory resolution and to support our continuous improvement processes.

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Ask the customer to provide specific details of the complaint and gather any additional information necessary through questioning and active listening. Confirm your understanding of the issues.

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Propose solution/s (in line with organisational policies and procedures and your level of authority) to the problem promptly.

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Seek the customers agreement on the proposed solution and check that they are happy and satisfied with the offer.

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Confirm the proposed action and the timeframe that it will be carried out in. Reassure the customer that we value their feedback and steps will be taken to support continuous improvement of our products and services.

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Ask the customer if there is anything else that you can do for them. Thank the customer again for bringing the problem to your attention.

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OR

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If unable to offer a solution that the customer is satisfied with (or if the complaint is outside your area of responsibility):

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Inform the customer that you will ask your Team Leader to review their concerns so that an appropriate solution can be identified as this is outside your area of authority. Advise the customer that you will provide all the initial information to your Team Leader to enable them to investigate and respond. Our goal is to provide prompt resolution to all complaints within one business day, however, if additional information or investigation is required, this process may take up to five business days (however, the customer will receive further contact within one business day to keep them appraised of the process).

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Log the customer complaint using the online system at https://topoffice.com.au/my-department-stores-customer-complaint-register/ - your password is dainty6

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Follow-up with the customer within one business day of action being taken to resolve complaint to confirm that the customer is satisfied with the outcome (and to thank them for their business and for the opportunity to resolve this issue).

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Follow-up with your Team Leader by 9:00am next business day to confirm that they have received the email and will be in a position to provide the customer with a response or update within the agreed timeframe. If there are any delays, offer to contact the customer to provide them with an update within the agreed timeframe.