



## “RETAIL CUSTOMER SERVICE AUDIT”

Does your business or organisation experience any of these?

- Lack of awareness of customers entering the premises?
- Customers not being acknowledged when they first enter the premises?
- Customers not being observed - resulting in them leaving without being approached and sometimes with goods they have not paid for?
- Telephones interfering with customer service or not being answered?
- A lack of organisation in the way that customers are served?
- Team leaders who have developed ‘store blindness’ to these deficiencies?

Would you like a cost-effective solution to this problem?

A “**Customer Service Audit**” consists of an:

- Audit Questionnaire
- In-Store Observation
- Audit Report

An experienced AUSTRALIAWIDE Customer Service Consultant Trainer will come to your store and, complete an Audit Questionnaire with the Customer Service Team Leader covering the following aspects of Customer Service:

- Leadership
- Staff
- Organisation
- Standards
- Training – Team Members
- Training – Manager / Supervisors
- Communication
- Maintenance of Quality

They will then observe how service is done in your store and record their observations.

Based on the Questionnaire and Observation they will then complete and provide a comprehensive Audit Report with recommendations for improvements.

### **TESTIMONIAL**

“This is an excellent service. We did well but identified a few important gaps which we will rectify. Every retailer should do this.”

Proprietor, Brooks Garden Chemmart, Albany WA (2008 Chemmart Pharmacy of the Year)