

# Customer Charter

## Our Mission

To provide and sustain a high quality and broad programme, supported by the best possible customer experience for our audiences and visitors.

## Our Commitments

- We will provide first class customer service
- We will put the customer first
- We will provide clear and up to date information and terms and conditions
- We will be knowledgeable about our product
- We will be presentable and identifiable
- We will maintain a safe, clean and accessible environment
- We will reply promptly to comments and complaints

## Our Request

That we be treated with respect and accorded dignity.



## Our First Class Customer Service

### WE WILL:

- Give customers our full attention; we believe that first impressions count
  - Be warm, professional, approachable, welcoming, inviting and friendly
    - Always smile and give eye contact
    - Be polite, courteous and patient
  - Be positive about the theatre and our product
- Know our product well and be able to answer questions
  - Always go the extra mile, nothing is too much trouble
- Endeavour to read our customers and respond appropriately
- Provide an individual service; the personal touch is important to us
  - Answer phones and emails quickly
    - Listen attentively
  - Problem solve with a smile