

## Customer Care Charter & Codes Of Conduct

Active Tribe Courtown is committed to a customer centred approach to the activities provided at the centre with a mission to help customers achieve a greater sense of wellbeing as well as reaching their health and fitness goals whatever they may be.

We hope that our fully accessible facilities including a 25m swimming Main Pool, shallow Learner Pools Gym group Dance/Fitness Studio and Health Spa including a spa pool, sauna and steam room coupled with our friendly staff will help to motivate customers to achieve their lifestyle and fitness goals. We pride ourselves on a high level of commitment to our members and guests and the activities and facilities we provide.

Furthermore, our fitness team offer tailor made personalised fitness programme and studio-based fitness classes while our swimming teaching team develop water confidence and skills proficiency in a safe and enjoyable environment for all ages and abilities.

Our sports programmes and outdoor camps and activities are specifically designed to be as inclusive as possible with all staff

Active Tribe Courtown management and staff aim to provide inclusive activities wherever possible for all members of the Courtown and wider Gorey community. We won't discriminate when it comes to employment or involvement in our activities by age, race, gender, creed or ability and encourage guests for all ways of life, backgrounds and abilities to enjoy the benefits of an active lifestyle at Active Tribe Courtown

### Customer Charter

The purpose of this charter is to provide a clear outline of Active Tribe Courtown's commitment to our customer and how we address any queries, questions or issues that may arise in the operation of the centre. This charter sets out the standards of service customers can expect the standards of customer service we expect from our staff.

### Internal Customers: Staff

We aim to ensure that our staff are recognised as internal customers and that they are supported and consulted with regard to centre policies and procedures. We acknowledge the important role our staff play in contributing to the operation of the centre and its facilities and in the delivery of high standards of customer service. Internal customer service is a two-way process sharing the same qualities involved with our external customers, members and guests: timeliness, courtesy, respect, dignity, openness and consistency. We acknowledge the contribution and valuable input our staff can provide to the business and commit to courtesy, consideration, openness, impartiality and professionalism at all times.

Meeting the needs of our staff is important and we aim to achieve this by

1. Delivering the best possible service and providing complete and accurate information regarding our policies, procedures and products
2. Treating all staff members properly, fairly, impartially and with courtesy and respect
3. Maintaining privacy and confidentiality wherever possible and appropriate
4. Be open and honest when dealing with staffing issues
5. Explain the decision-making process wherever possible and appropriate

## **Measuring Our Performance**

We recognise it is important to measure our performance against the goals that we set for ourselves. We do this by:

1. Ensuring regular face to face contact with our staff and external customers
2. Maintaining ongoing training standards in accordance with industry best practise
3. Regularly examine the services we provide and identify areas for improvement
4. Seeking feedback from our staff regarding the services we provide
5. Provide access to further training where appropriate

## **What We Expect From All Staff**

In order to achieve our customer service goals we expect our staff to:

1. Wear the company provided uniform in a clean and presentable fashion at all times while at work
2. Be approachable and listen to feedback provided from our customers
3. Aim to personally deal with, and find an agreeable solution to, any issue raised by a customer to the satisfaction of the customer and the business's interests
4. Where necessary raise issues that cannot be resolved to centre management

## **What We Expect From Our Front Of House/Reception Staff**

We recognise our front of house-based staff as a critical component of the service we provide. As such Reception staff will:

1. Greet members and guests warmly
2. Provide excellent customer service and deal with enquiries as effectively as possible
3. Maintain a professional, clean and presentable Reception and Café area at all times

## **Cleanliness & Maintenance**

We expect all staff to help to maintain the centre to a high level of cleanliness and hygiene at all times. Daily, weekly and monthly cleaning schedules are implemented to help achieve this in all areas of the business. Again, we recognise the importance that all staff members play in implementing and applying adjustments to the policies and procedures in place in the centre.

We also aim to implement a schedule of preventative maintenance in an attempt to minimise facility down time as far as possible. Where defects or other reasons for services to be reduced occur we aim to restore our full service offering as quickly and as practicably possible.

## **Customers' Responsibilities**

We also expect that the customers we welcome into the facility are prepared to respect our staff and values in order for us to provide the facilities and services at the standards of customer service and cleanliness they expect. We therefore expect our customers to abide by the centre rules and policies displayed for each area of the facility and the terms and conditions of use of the centre available to view on our website.

## **Code Of Conduct**

In addition to the specific centre rules, terms and conditions, we expect our customers to:

1. Not be disruptive or act in a manner which may interfere with the use and enjoyment of the facility by other guests or compromises the health, safety and welfare of staff and facility users
2. Not harass staff or facility users by using abusive, insulting, racist, obscene or threatening language
3. Not act in a violent or threatening manner
4. Not cause malicious damage or theft of property

5. Not smoke or consume alcohol or illegal substances on site
6. Not leave personal belongings unattended
7. Not use social media in a derogatory, inflammatory or inappropriate way towards the centre, its staff, facilities or other guests

Guests found to be behaving inappropriately as may be decided by Active Tribe Courtown management may be immediately and permanently excluded from the facilities at Active Tribe Courtown and possibly reported to Gardai.