

Sample Customer Service Policy

Pantry Values/Mission/Vision Statement

Our vision is to be the leading hunger relief provider. We strive to create a welcoming and dignified culture that will nurture and empower our customers during difficult times.

To achieve our vision, we must exceed the expectations of our customers in everything we do. This requires every member of our team to be committed to providing outstanding customer service at all times.

Professional Expectations

The following standards have been developed to ensure that we consistently deliver the high level of customer service that our customers expect and deserve:

We will always strive to:

- Be polite, professional, and courteous
- Be responsive to customer inquiries and requests
- Handle customer complaints promptly and effectively
- Continuously strive to improve our level of service
- Follow up on promised actions
- Speak positively about other employees or the company in front of customers

Complaint Procedures

If difficult situations arise with a customer, a designated lead volunteer or staff member is available during every distribution to offer assistance.

Thank you for adhering to these standards and helping us provide an exceptional level of service to our customers.

If you have any questions or concerns, please do not hesitate to speak with your manager.

Thank you.

Adapted from LiveAgent.com