

# STAFF CONTRACT

**Our staff are trained to meet our customers expectations by:**

- Responding to requests promptly
- Listening to comments and problems and do their best to resolve issues
- Presenting themselves in a friendly and helpful manner, at all times
- Being knowledgeable regarding the facilities, or know who to contact regarding areas they are unsure of
- Being smartly turned out at all times

## CUSTOMER CHARTER

**Torfaen leisure strive to achieve a 'Customer Focused Quality Service'**

**We will achieve this by providing:**

- A clean and safe environment
- A prompt and efficient service
- Customer friendly and knowledgeable staff regularly trained in customer service
- Staff who are able to solve your problems on the spot or alternatively within a reasonable time period
- A varied programme of activities and events
- Safe equipment
- An effective customer suggestion & complaints procedure
- Relevant and up to date information throughout the facility
- Value for money

***If any of the above is not being provided please contact the Duty Officer or alternatively complete a Customer Talkback Form. Any verbal complaints will be reported to the Facilities & Projects Manager, Leisure Youth & Culture.***