



leeds beckett
students' union

CUSTOMER SERVICE STANDARDS

At Leeds Beckett Students' Union we are committed to providing excellent customer service.



WE ARE COMMITTED TO

Treating everyone with respect and courtesy.



Providing a friendly, professional and welcoming approach.



Proactively seeking your feedback and input throughout the year.



Addressing any enquiries or problems you may have.



Responding to your communications with us quickly and effectively.



Continuously improving our service to you.



**IN ORDER TO
PROVIDE
EXCELLENT
CUSTOMER
SERVICE WE
STRIVE TO BE**

PROUD



PRESENTABLE



PASSIONATE



PROFESSIONAL



POSITIVE



**WHEN VISITING US
YOU CAN EXPECT**

To be greeted in a professional and courteous manner.



Our premises to be safe, accessible, clean and presentable.



**WHEN CONTACTING US
YOU CAN EXPECT**

That we will aim to answer calls or give you the option to leave a voicemail message.



That we will aim to respond to emails and letters which require a response within 3 working days of receipt.



**WHAT WE EXPECT
FROM YOU**

To treat others with courtesy and to respect us and our premises.



To tell us if there is a problem so that we can resolve it.



To give us feedback so that we can improve our service to you.



If you feel that we have not met these standards, please let us know
su-reception@leedsbeckett.ac.uk
visit us at www.leedsbeckettsu.co.uk