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# JobShop

## - CUSTOMER SERVICE STANDARDS

Jobshop aims to provide a high quality face-to-face, telephone and email service to all customers. Our office opening times for students are Monday-Friday, 13.30 – 16.30.

We Will:

- Treat customers with respect and courtesy at all times.
- Identify ourselves to customers who come into the Jobshop office, and wear name badges and Kent Union uniforms at all times.
- Reply to all emails within one working day. If the query cannot be resolved or answered immediately, we will acknowledge the email and inform the customer when they can expect a full response.
- Process all student registrations within one working day.
- Ensure that our noticeboards and website are always kept up-to-date and that all our current positions are displayed on both.
- Ensure that customers are spoken to clearly and courteously on the telephone and are given our name during the conversation.
- Activate an advert within one hour of receiving the signed Service Agreement. (During office hours, Monday-Friday.)
- Call the customer within the first two weeks of the advert being placed, to check on its progress.
- Contact the customer once their advert has expired to inform them that the month has passed and ensure that our service met expectations.
- Phone the customer on the first day of a temp booking, to ensure that the temporary worker has arrived and everything is satisfactory.

Comments and Complaints:

Jobshop is committed to maintaining a high standard of service for our customers. By setting these standards we can monitor our performance and improve the delivery of our service. If you feel that we have not met these standards on any occasion, please let us know by emailing [kentunion@kent.ac.uk](mailto:kentunion@kent.ac.uk).

