**Here are our Fundamental Customer Service Philosophy Principles we adhere to and promote:**

**1. Be honest with yourself, us and the customer - You won’t get any extra points for just saying the right things:**

It is sure tempting to go the easy route, throw some trite delightful statements onto customers and call it a day. That doesn't sound bad, I mean, who wouldn’t want to delight customers? But when you develop your customer service philosophy, your main goal is not trying to sound good. Your goal is actually coming up with a vision for how you’re going to handle the problem and deliver customer support.

**2. Think like customers:**

Who would’ve thought, but the Golden Rule is actually a pretty good baseline to develop your customer service philosophy. That is, do unto our customers as you would have your customers do unto you… What I mean is, “put yourself in customers` shoes each time”.

Do you like waiting 72 hours for a response? Probably not.

Do you want to jump through hoops just to talk to a human being? I doubt it.

It’s some simple thing such as having a little empathy that can help you develop a customer service philosophy that properly balances your needs to manage costs with our customers’ needs to get help.

**3. Be always positive:**

Remember, your problems should not affect your work. When you work, you get fully integrated with customers. They can feel your mood and if you are negative, it may affect your relationships with both clients and colleagues. It’s basic – that your speech is a reflection of your thoughts. Therefore, always think and act positively!

And here's some more to this:

**Approach customers with a personalized, warm welcome.**

**Probe politely to understand all the customer’s needs.**

**Present a solution for the customer to take home today.**

**Listen to and resolve any issues or concerns.**

**End with a fond farewell and an invitation to return.**

On top of that, here are also five key rules for being a successful part of our family:

**1. Stay in touch - Be online and keep your telephone switched on at all times during working hours;**

**2. Have the courtesy of informing us in advance if you need to take some time off;**

**3. Make sure to complete all your tasks within deadlines;**

**4. Treat each other with dignity and respect and trust your teammates;**

**5. Last but not least, keep all of the information we share with you secret from any third party as this is a crucial part of our company’s confidentiality policy.**