

# Lamberts



SOURCING INDUSTRY NEEDS

## OUR COMMITMENT TO YOU WILL BE

- To be polite, helpful and treat you with respect.
- To welcome your feedback on the service we provide.
- To be fair and understanding to all Customers and Visitors.
- To listen carefully in order to understand and respond to your needs.
- To try and deal with your enquiry first time.
- To give an explanation when we cannot meet your requirements.

## OUR SERVICE TO YOU WILL BE

- To deliver a service to a consistent quality standard.
- To be Customer focused.
- To provide helpful staff and a friendly, welcoming environment.
- To respond promptly to all issues brought to our attention.

## YOU CAN HELP US BY

- Being polite and courteous
- Respecting our Staff and other visitors.
- Not using offensive, crude or vulgar language.
- Not harassing or stalking our Staff.

**Intimidation or Threats of Violence  
WILL NOT BE TOLERATED**