

- Greet all customers politely and with a smile
- Be professional in all dealings with customers
- Provide a solution to issues or questions identified by our customers
- Respond to customer enquiries:
 - via phone within three working days
 - in writing within five working days
 - via email within two working days
 - face-to-face immediately
- Update voicemail messages to ensure customers are clear about response times when leaving a message
- Update contact details to ensure that customer service staff can locate staff
- Follow up enquiries that cannot be answered within two working days
- Identify ourselves as TAFE SWSi staff by wearing name badges
- Use the latest information to provide accurate advice