

Customer Service Pledge

As an employee of Lancet Laboratories, I agree to adhere to the following customer service standards. I understand that my commitment to meet these standards will play a role in my evaluation. It is because of our customers that I am employed and therefore I commit myself to continuously improving the following:

My Lancet Laboratories Pledge:

- Friendly and polite**



I pledge to deliver friendly, polite service and to treat our doctors, clients and patients with courtesy and respect.
- Helpful**



I commit to taking ownership of the request, exploring all reasonable avenues to resolve the doctor, patient or client's request, in the quickest possible time.
- Professional**



I will look, act and speak professionally and do my part to help maintain a professional work environment. What I do matters!
I commit to keeping my promises.
- Knowledgeable**



I pledge to know my organisation and my job well, and how it impacts my colleagues, department and organisation. I am committed to knowing my customers.
- Telephone smart**



I will always use a professional greeting, speaking clearly in a pleasant tone of voice.



Signature

08//06/2021

Date



Head of Department

08/06/2021

Date

Board Members: