TARANTO

COMMITMENT TO CUSTOMER

FOCUS ON CUSTOMER NEEDS

- We will listen, communicate and be respectful, fair, professional and build customer confidence.
- We will identify customer requirements and provide suitable solutions in a timely fashion.
- We will ensure the customer should never need to call us, we will call them.
- We will go the extra mile and understand the value of a customer!

WE FINISH WHAT WE START

- Communicate both internally and externally throughout the process.
- We will act promptly, cohesively and consistently.
- We will do it right first time.
- We will take ownership and demonstrate accountability.
- We will collaborate through communication teams for the benefit of our client.

WE ACT WITH HONESTY, INTEGRITY WITH OUR CLIENTS BEST INTEREST

- We will put ourselves in our customer's shoes.
- We will listen to our customer's wants and needs and act accordingly.
- We will maintain a positive attitude at all times.
- We will be open, honest and transparent throughout the process.

WE WILL EARN YOUR REPEAT BUSINESS

- We will never take your business for granted.
- We are going to do a good job and demonstrate the value we bring.
- We will work collaboratively to understand your business to help you improve your efficiency and to help you build your reputation.
- We want to understand your business and will work with you to help you achieve your goals.

WE WILL BE EASY TO DO BUSINESS WITH

- We will work with you to build clear lines of communication, speedy and accurate decision making, prompt problem solving.
- We will aim to identify and remove any obstacles or delays to our client programme.
- We will be open, honest and clear to create confidence and to avoid misunderstandings.

WE WILL GIVE CLEAR AND CONSISTENT LINES OF COMMUNICATION

- Our knowledgeable, dedicated support team, will keep you updated throughout your project.
- In return, we will commit to responding to your queries promptly and efficiently and we will endeavour to close out any enquiries within 24 hours.