

CUSTOMER SERVICE POLICY & CHARTER 2018



INTRODUCTION AND VISION OF SHOPSTOP

Shopstop @ Clapham Junction is proud to be the gateway into the Town Centre. We aim to offer a service that is efficient, effective and excellent that offers our 10 service habits and our core values to our customers. Our core values to achieve this are:

RESPECT: We respect all people, their ideas and cultures there identities.

INTEGRITY: We will be true to our word and leave a positive impact through our actions and behaviors.

INNOVATION: We will strive to find the best solution for you and do our utmost to meet your expectations.

COLLABORATION: We will work together with you and our partners to achieve more

EXCELLENCE: We are committed to operating safely to achieve outstanding performance and the best outcomes

TRUST: We will be accountable at every level and will act in a transparent manor so you see what we are doing to achieve our goal.

Shopstop has been in the Town Centre since the mid 1980's and is the gateway into the Heart of Battersea linking the railway station to the vibrant Town Centre of Clapham Junction. The Centre operates 24 hours a day, 7 days a week with the exclusion of Christmas Day and offers a mix of convenient retail shops including a fitness gym and car parking facilities.



DEFINITION AND SCOPE OF STANDARDS OF CUSTOMER SERVICE

The Centre regards all those involved in our day to day operations as our customers. This includes our visitors, tenant's stakeholders and service partners who all contribute to the environment of the scheme.

We appreciate and value that our customers have different priorities and needs and we see the principle values that we offer are:

Professionalism

Information

Timelines

Staff attitude

We feel that these are the key aspects of what our customers are looking for in a quality service and aim to make every effort to achieve these. In providing our service, you can expect the following from us.

What we will do for you:

- Treat you with respect and dignity
- Communicate promptly and efficiently with clarity in response to your enquiries
- Answer your query to the best of our ability or endeavour to find out the information you have requested as quickly as possible
- Be helpful and responsive to your needs
- Ensure our services are accessible to all and are easy to use
- Be polite and professional at all times
- Maintain a clean and safe environment for you to enjoy.

In return we ask that you:

- Treat our staff with respect and be courteous
- Be considerate and polite to other customers
- Provide the information we need to deliver the level of service you expect
- Ask us to explain anything you are not 100% sure about

Every person employed by and within the Centre can influence the quality of service our customers receives and consequently enhance that experience and service with a professional yet personal touch. This could be from adhering to our uniform code or simply giving a polite greeting over the phone or when meeting someone face to face.

ROLES, RESPONSIBILITIES AND RECOURSES

The employees at Shopstop work as one team and as such, we will endeavor to have adequate cover at all times to respond to your questions and needs. We are committed to providing training of the highest quality to ensure all of our team have the necessary skills and knowledge to undertake their role to the best of their ability to deliver exceptional customer service.

Our training partners offer a number of training pathways including customer service which we encourage our site team to attend and practice at the Centre.

Property Management Company

- Adopt their corporate values and priorities
- Be committed to the implementation of the policy and its relevant funding
- Regularly monitor its implementation

Centre Manager

- Adopt their corporate values and priorities
- Regularly monitor its implementation by the Centre Management Team
- Recommend change where necessary to maintain the effectiveness of the policy and in the light of feedback.
- Monitor key performance indicators and recommend the appropriate actions
- Develop plans to improve our customer care provisions at the Centre to follow our core values and service habits

Centre Management Team

- Promote good practice and teamwork throughout the Centre
- Review and recommend developments and improvements in the systems and procedures

Every Employee

- Listen to their customers
- Delivering services to meet the customers needs
- Deliver customer service in a professional and responsive manner
- Regularly checking their performance to ensure needs are being met
- Attend training and keep up to date with the site policies and procedures
- Communicate knowledge with others

CONSULTATION, FEEDBACK AND SUGGESTIONS

As a service provider in the middle of a busy Town Centre, we are always open to hear your views and your experiences on how you found our service. We will use this feedback to evolve and adapt our policies, procedures and responses to improve our level of commitment to you.

All information gathered or held by the Centre about our customers will be held in accordance with the company's confidentiality code and data protection policy.













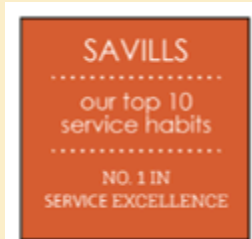
All of our team should monitor themselves and their colleagues' performance against the standards in this policy. To help ensure this, the Centre will periodically review this policy and the outcomes of our actions in customer services to evolve and enhance this policy to keep it relevant to our environment and our core values of service delivery.

Monitoring Performance Against Standards for Time Lines and Quality of Customer Service

CUSTOMER SERVICE CHARTER



 <p>PASSION Deliver the service you would like to receive</p>	<p>The Shopstop team are proud to be the gateway into Clapham Junction Town Centre and have a passion too provide an excellent retail experience to all of our team and visitors</p>	 <p>TRUSTED PARTNER Own the problem until you find the solution</p>	<p>We will ensure that we will work with you and our partners around us to ensure that Clapham Junction remains in the forefront of a desirable place to visit and shop</p>
 <p>INNOVATION Have the COURAGE to PROPOSE & EXPERIMENT with new solutions</p>	<p>Our team will be encouraged to strive to find the best solution for you and do our utmost to meet your expectations and aim to exceed them</p>	 <p>BE GENEROUS with your time in support of others</p>	<p>We will always watch out for our customers, colleagues and partners. We will be generous with our time and understanding so that we can resolve problems and be flexible in our solutions</p>
 <p>EXCELLENCE continually challenge and develop</p>	<p>We will embrace all feedback with a professional and understanding attitude as we are committed to operating safely to achieve outstanding performance and the best outcomes</p>	 <p>LEADERSHIP Be a role model and look to the future</p>	<p>We will always listen and encourage our team to influence the quality of service with a personal touch, always keeping our best foot forward and showing you we care</p>
 <p>GO ABOVE & BEYOND expectations regularly</p>	<p>We will always endeavour to go above and beyond expectations to deliver the best experience for your visit to Shopstop</p>	 <p>MAINTAIN INTENSE FOCUS on delivering service excellence</p>	<p>Our end result will be delivered by the passion and enthusiasm of our team and measured by your experience and feedback</p>
 <p>TEAMWORK Take collective responsibility & treat everyone with dignity & respect</p>	<p>We will adopt a <u>one team</u> ethic by supporting each other and those around us to take the lead in sharing our experience and learning to strive to improve our service to you</p>	 <p>BUILD RELATIONSHIPS Effectively network within & outside the business</p>	<p>We will empower our team to be able to react effectively with confidence and pride in finding solutions for you and our partners in the town centre</p>



CENTRE INFORMATION



Post Code: SW11 1RU

No of Retail Tenants: 17

Av Footfall per wk: 180,00

Anchor Stores: Sainsburys, Superdrug, M&S Food

Shopstop is a thoroughfare from St Johns Hill to Clapham Junction Railway Station. The centre is a popular destination for both convenience and commuting

