

NGURUMAH TOURS AND TRAVEL LIMITED



CUSTOMER SERVICE CHARTER

3rd February 2017

1. INTRODUCTION

Ngurumah Tours Customer Service Charter sets out a commitment to providing a high standard of customer service. We seek to meet your travel needs by offering quality mobility advice, products and services. Our customers are the cornerstone of our business and we consistently strive to exceed your expectations by anticipating and meeting your mobility needs. This Service charter outlines the type of service standards and time frames we aim to provide. Our key commitments include: Quality Service, Timeliness, Safety, Comfort and Flexibility.

Key Commitments:

a. Service

- I. Consistently deliver high levels of service at all times
- II. Provide accessible and convenient service through our networks, as well as online booking facilities available 24 hours a day.
- III. We shall ensure that our vehicles and drivers are neat, clean and well-presented at all times not talking on the phone while driving you to your destination
- IV. being knowledgeable about geographic locations, points of interest, tourist attractions and major events.
- V. Establish a clear set of procedures on how to submit complaints to ensure that any issues brought up are adequately dealt with quickly.

b. Timeliness

- i. Being punctual, helping you with your luggage or other items and (if appropriate) getting into or out of the vehicles
- ii. To avail our services as and when required by our customers
- iii. We commit to advise and manage your itinerary to meet your expectations and engagements be it for business or leisure.

c. Safety

- i. To ensure that all our services are safety conscious and that at all times the Health and Safety of the customer and our staff is given utmost priority.
- ii. To ensure that all our vehicles adhere to the safety standards required by law and that we operate as guided by the our code of conduct and that of our regulatory bodies.

d. Comfort

- i. Providing good, consistent customer service is important. All our drivers are determined to provide you with a high level of service that is professional, courteous and responsive.
- ii. Your safety is our priority. Our drivers will ensure you have a safe and comfortable journey. Your vehicle will be clean and well maintained and our drivers will drive carefully obeying all road and traffic laws.
- iii. At Ngurumah through our various products, we commit to get you to your destination in the most dignified manner.
- iv. All our products and services comply with the relevant transport regulatory institutions, Laws and Regulations as stipulated by the Government of Kenya
- v. Improving travel for people with mobility issues is a major focus of the industry. Passengers with a wheelchair, or with other needs will be treated with respect and provided with professional, safe, reliable and comfortable transport.

e. Flexibility

- i. Ngurumah Tours will provide you with clear, relevant and timely information to help you make an informed decision about our products and services. Where applicable, a set of terms and conditions relating to each product and service will be made readily available to you with all the fees, charges, penalties and relevant rates.
- ii. Ngurumah Tours will inform you, through various channels (e.g. through its website, SMS or Telephone) of available products and services. You can provide feedback to us through these channels.
- iii. In helping you manage your journey, our drivers will take you on the most direct route or the route you prefer

2. STANDARDS OF SERVICE

Ngurumah Tours and Travel aims to provide efficient and effective, customer service at all times.

Below are time frames set out for our service deliverables.

<u>2.1 We are committed to making traveling easy</u>		
	Service	Goal
1.	Aim to serve the majority of customers promptly (general enquiries)	Within 3 to 5 minutes
2.	Response to request for quotation	Within 15 minutes
3.	Delivery of service/ vehicle upon booking of vehicle	Within 15 minutes
4.	Aim to answer your call promptly when you call us at any of our branches or call Centre	Within 3 rings
5.	To assist customers manage their itineraries and journey routings	Immediately upon your specific request

**Provided all required documents are available*

<u>2.2 We are committed to helping when you need us.</u>		
1	Aim to answer your call promptly at our call centers or any of our branches	Within 3 rings during business days
2	Aim to resolve front office queries promptly	Where no follow up is required- within 1 st visit Where follow up is required- within 3 business days of the 1 st visit Where the enquiry is complex, within 5 business days of the 1 st visit or else a timeframe within which the enquiry can be resolved will be communicated.
3	Aim to resolve phone enquiries promptly	Where no follow up is required- within 1 st call Where follow up is required- between 1 to 2 business days of the 1 st call Where the enquiry is complex- escalation to an officer who can deal with the enquiry. If the enquiry cannot be satisfactorily dealt with, then the officer Must provide a time frame within which a response can be made.
4	Respond to written enquiries/ complaints promptly	Within 2 business days from date of receipt of enquiry if the enquiry is not complex Where the enquiry is complex- an initial response

		will be sent out within 2 business days and a notification of a time frame within which a final response will be sent through
<u>2.3 We are committed to listening</u>		
1	Resolve customer complaints fairly, consistently and promptly	Aim for majority customer satisfaction with the way their complaints are handled
2	Actively seek your thoughts and suggestions on how we can better serve you.	Get customers to complete and submit feedback forms or send an email through our website
3	Aim to provide you with friendly and helpful service whenever you deal with us	Facilitate our customers to give feedback through suggestion boxes or website

** We will endeavor to deliver our services effectively and speedily, in accordance to our internal policies, provided all necessary procedures have been followed and documents have been submitted to us.*

Feedback

Feedback about your travel experience allows our company to continuously improve its services and the standards of its drivers. Your feedback can recognise good service or help to ensure that drivers meet their obligations as well as your general expectations.

We value your feedback and we endeavor to carry out a Customer Service Survey and review this charter on annual basis to serve you better.

If you have enquiries, concerns, complaints or compliments please contact us:

Ngurumah Tours and Travel Limited.

P.O. Box: 5557 - 00200

Tel: +254 718 452 985 / +254 715 565 292

Fax:020 2000 845

For product and service enquiries, concerns, suggestions and compliments email us at: info@ngurumahtours.com / ngurumahtours@gmail.com, or call us on +254 718 452 985 / +254 715 565 292

For complaints, email us at:info@ngurumahtours.com Website: www.ngurumahtours.com