

# Customer Service Standards Hostels



- When you arrive you will be welcomed by a member of staff who will guide you through the booking in process and explain details in relation to your stay.
- During your stay there will be a member of staff available should you have any queries or concerns regarding the accommodation. We provide a 24 hour emergency number should you require assistance out of office hours regarding your stay.
- If residents are subject to any form of anti-social behaviour, we investigate and deal with this kind of incident fairly and robustly.
- We will ensure the room is clean and fit for use, duvets and clean bed linen including one pillow per person and clean pillow cases will be provided for each bed.
- We will carry out regular checks of the premises to ensure that all Health and Safety requirements are met. Our aim is to complete these checks with a 100% satisfaction rate
- Daily clean of all communal areas to ensure a high standard of cleanliness Monday to Friday

Our Customer service standards are a set of commitments we make to resident's about the services we provide and how we deliver those services. These standards were developed in partnership with our customers. A customer satisfaction form will be provided at the end of your stay. Please complete this to enable us to see if we are meeting our standards