

Customer Service Standards RSI Hostels



- 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 residents 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.