



## **Customer Service Commitments: Principles and Practices We Stand Behind**

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### **About Us**

Plush Text Communications is a helpful, friendly, reliable, FAST communications agency partnering with you to captivate your customers in their own language.

We are proud of our ability to be flexible, to be innovative and to build long-term relationships with the people and businesses that rely on our services. We love our customers!

## **Working with you**

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1. We do our best to give each customer an incredible experience.
2. We will go above and beyond to make sure you are happy with our services.
3. We consider ourselves a “people company” that cares about its vendors as much as its customers.
4. We do our best to treat every person we work with, talk to, meet or e-mail in a special way.
5. We always strive to project a professional, attentive and courteous business image.
6. We seek to give you peace of mind that we will take care of everything.
7. We keep our word and we do not make promises we cannot keep.

## Getting in touch

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8. We respond promptly to quote requests, e-mails, phone calls and mailings.
9. Our average response times:
  - i. Quote requests: usually within one hour
  - ii. E-mail: usually within one hour if urgent; within two to three hours if non-urgent
  - iii. Phone calls: 2-3 rings or faster, unless we are in a meeting or away from our desks
  - iv. Mailings: a few days if follow up is required
9. We do our best not to leave customers on hold for longer than a minute. If we are exceptionally busy, we will schedule a time to call you back so we can devote our full attention to you.
10. We promise to respond to a complaint or challenge within two business days. We usually respond within one day, unless further research or investigation is required.

## **Adding value to your experience**

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11. Whether you are an individual, the owner of a small business, or the owner of a big business, we promise to treat you with respect, warmth and helpfulness.
12. We strive to provide excellent value to each of our customers.
13. Like the job a particular translator did on your last project? You can request the same translator to work on your next project and we will do our best to fulfil your request as long as he or she is available.
14. Our translation customers receive a number of “extra value” benefits, including:
  - i. No hidden charges or fees.
  - ii. No extra charges for simple formatting work.
  - iii. Customized Terminology Lists that we create and build on with every project to maintain consistency across all of your written communication materials.

## **Rewarding you for your business and trust in us**

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15. We want to thank you for telling your friends about your positive experience with us. To show you how much we appreciate it, we offer our customers a generous referral program.
16. We celebrate birthdays in a special way. Special savings, gifts and contributions to our customers' and vendors' favourite charities are some of the ways we try to make sure your birthday is a special one.

## **Resolving complaints and challenges**

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17. We view complaints as an opportunity to improve our service to you.
18. If a problem arises regarding the delivery or product of our services, please let us know. We will work with you to develop a solution that works for you.
19. We follow up on all complaints to ensure you are 100% happy with the way it was handled and resolved.

## **Continuously seeking to improve our service**

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20. We occasionally survey our customers to give you an opportunity to rate our service levels, give us your feedback, or make suggestions about the way we do business.
  
21. We use the results of our surveys to improve the quality of the service we provide.

## **Contacting us**

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You can contact us by e-mail, telephone or postal mail. Our regular hours of operation are from 8:30 a.m. to 5:30 p.m. Monday to Friday.

**By e-mail:**

[hello@plushtext.com](mailto:hello@plushtext.com)

**By telephone:**

(705) 812-2619

(705) 220-4800

**By mail:**

65 Cedar Pointe Drive, Suite 186

Barrie, ON L4N 9R3

*Have something to add?* E-mail, call or mail us with your comments, questions or suggestions. We love to hear them!

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