

WHAT IS THE CORK CITY CENTRE CUSTOMER SERVICE CHARTER?

Cork City has a noble history and heritage of which we are very proud. It is a city community that strives to offer the very best in customer service. As part of a sustained commitment to its continued success, we present this City Centre Customer Service Charter.

The City Charter offers a set of guidelines that will contribute to a pleasant environment for locals and visitors alike, encouraging the very best service across all sectors in the city.

This charter is guided by a set of values: **integrity, courage, inclusivity, respect and excellence.** This vision will guide and assist us with our continuing journey in leading Cork's evolution into one of the safest, liveable, and sustainable cities globally.

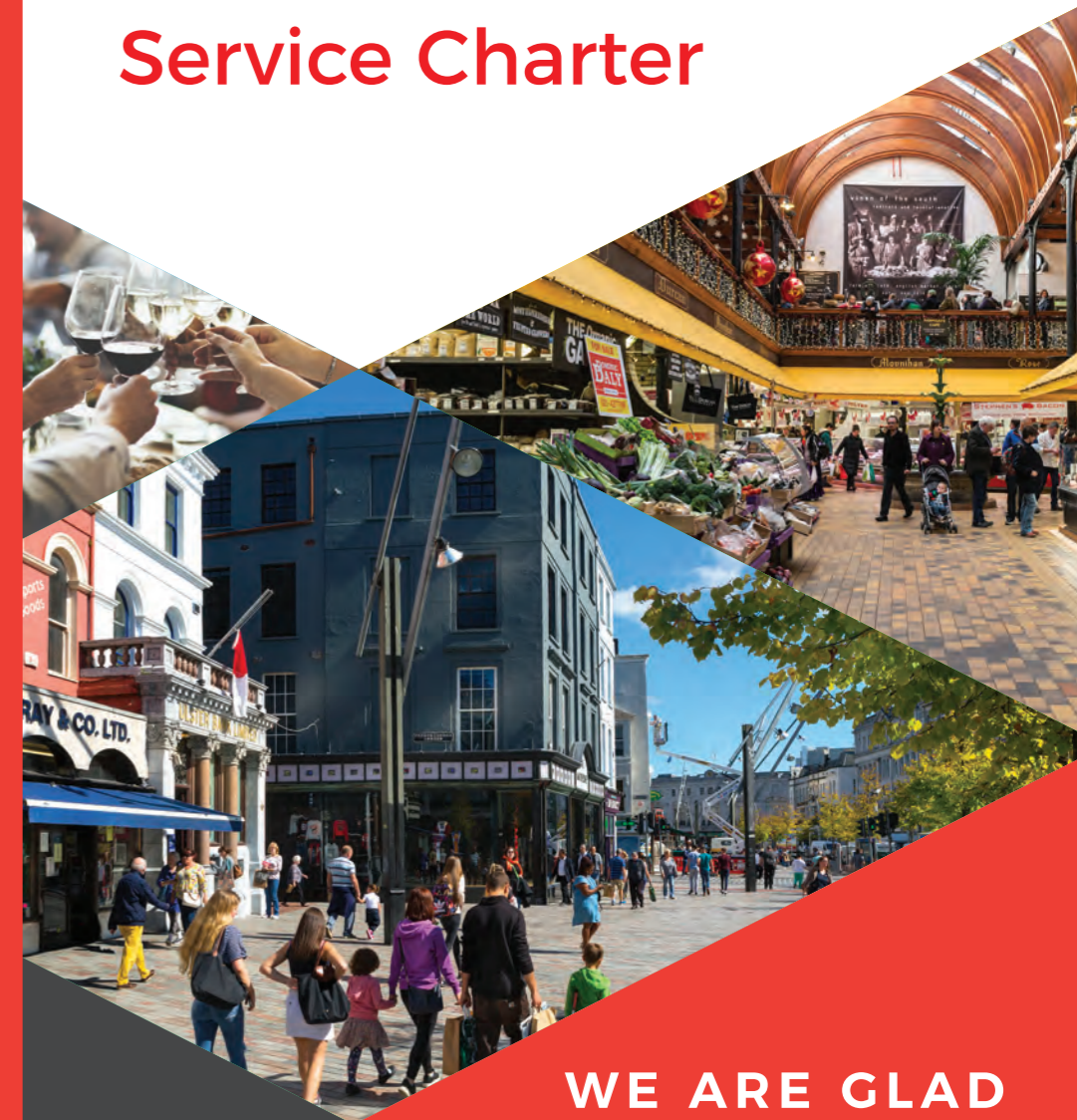


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We are glad **you're** here

Contact & Feedback: corkcitycharter@corkcity.ie

www.corkcitycentre.ie/customer-service



Customer Service Charter

WE ARE GLAD YOU'RE HERE



SERVICE PRINCIPLES

These principles underpin our approach to consumer service. They guide our behaviours and service standards and are the basis of our commitment to the community.

- ▶ **FRIENDLY**
To be friendly and welcoming when greeting all consumers.
- ▶ **POLITE**
To be courteous, respectful, and considerate when engaging with consumers.
- ▶ **QUALITY**
To provide a service of consistent high quality across all service sectors.
- ▶ **PRIDE**
Have pride in the city and be informed about products and services in the city.
- ▶ **SKILLED**
Ensure staff are sufficiently trained to provide a skilled service.
- ▶ **ENGAGEMENT**
To engage positively with all visitors to enhance the overall consumer experience.

CUSTOMER PRINCIPLES

These principles outline the expectations of City Centre consumers. They guide the behaviours of residents and visitors alike to enhance the overall consumer experience for everybody.

- ▶ **RESPECT**
Be courteous and respectful to staff and other patrons of the city.
- ▶ **ENVIRONMENTALLY CONSCIOUS**
Use public transport where possible and be conscious and supportive of environmental initiatives.
- ▶ **CONSIDERATE**
Be considerate of the laws and regulations of the city which are in place for the benefit of all.
- ▶ **SOCIALLY AWARE**
Be aware of the varied demographics enjoying the city and be mindful of the facilities provided for those with special requirements.
- ▶ **SUPPORTIVE**
Support the local businesses and initiatives to enhance the overall city experience.
- ▶ **INCLUSIVE**
Be accepting of the diverse cultures that exist in our city, respecting their values and heritage.

CITY PRINCIPLES

These principles outline the responsibility of Cork City to business and consumers alike. They provide the protection and enhancement of the city for current and future generations with a clear focus on inclusivity, diversity and sustainability.

- ▶ **GREEN**
Provide green spaces and promote biodiversity within the city centre.
- ▶ **SMART**
Provide the knowledge and technology to support and enhance the development of the Smart City initiatives.
- ▶ **CLEAN**
To maintain a clean and attractive cityscape.
- ▶ **ACCESSIBLE**
To provide the infrastructure to ensure the city is accessible to consumers of all needs.
- ▶ **SUSTAINABLE**
Develop a city that is socially, economically and environmentally sustainable utilising innovative technologies.
- ▶ **SAFE**
To provide a city environment where consumers feel welcome and safe.

