



Calvert Trust Exmoor Customer Service

It is our aim to provide a consistently high standard of customer care for all our visitors & guests, from an initial enquiry right through to leaving after a successful, enjoyable break. Our aim is for every visitor to leave Calvert Trust Exmoor keen to return and eager to recommend us to others.

We are committed to ensuring that visitors experience a high quality service, and to listening and responding to comments and suggestions for improvements.

Our commitment is to:

- Give all visitors a warm, friendly and courteous welcome
- Ensure that the safety of visitors is paramount at all times
- Deliver a consistently high standard of engagement with, and care of, our customers
- Answer all enquiries promptly and fully
- Keep all areas clean, well presented and safe
- Display accurate and up-to-date information, both on the internet and in our promotional literature
- Actively seek, listen to, monitor and respond to our visitors' feedback, comments and suggestions
- Monitor staff performance and review it annually

A handwritten signature in black ink that reads 'Heidi Watson'.

Heidi Watson
Chief Executive; Calvert Trust Exmoor

(Adopted May 2012, re-signed May 2014 and October 2016)