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TECHNICIAN PROCEDURAL DOCUMENT

LEATHERCRAFT (UK) PROVIDE AN INDEPENDENT INSPECTION/REPAIR SERVICE TO THE MANUFACTURING RETAIL AND INSURANCE SECTORS FOR LEATHER FURNITURE PRODUCTS.

PRIVATE AND CONFIDENTIAL

ISSUED BY: Leathercraft (UK)
6 Barmoor Drive
Gosforth
Newcastle upon Tyne
NE3 5RG

ISSUED REF.: LEATHPD0001/11/03

INTRODUCTION

This document outlines the procedures used during the operation of our leather technician visit scheme.

USEFUL CONTACTS

Head Office (Owner)	Neil Coghlan 0191 217 1991 Mobile 07890 533 298
Company Secretary	Nicola Coghlan 0191 217 1991
Email	neil@leathercraftuk.co.uk serviceregistration@leathercraftuk.co.uk serviceupdate@leathercraftuk.co.uk enquiries@leathercraftuk.co.uk
Fax No	0191 2367770

ADMINISTRATION

Receipt of referrals

When referrals are received Leathercraft (uk) will endeavour to contact the customer within 48 hours of receipt. Should we be unable to contact the customer for any reason Leathercraft (uk) administration will first contact our client to check the customers details and if correct send an "unable-to-contact-you" card. A follow up call should then be made within the next 48 hours.

APPOINTMENT WINDOWS

The customer when contacted will be offered 2 hour windows during the day as follows

08:00 AM to 10:00 AM	01:00 PM to 03:00 PM
09:00 AM to 11:00 AM	02:00 PM to 04:00 PM
10:00 AM to 12:00 PM	03:00 PM to 05:00 PM
11:00 AM to 01:00 PM	04:00 PM to 06:00 PM
12:00 PM to 02:00 PM	05:00 PM to 07:00 PM

The Customer will be offered a visit within 10 working days of the contact date.

If for any reason the appointment will fall out of this time scale i.e. the Customer is on holiday this should be noted on file and the client informed immediately.

PRESENTATION TO CUSTOMER

The technician should arrive promptly within the agreed appointment window, unless with prior agreement with Leathercraft (uk) Ltd administration and the Customer. The technician will present to the Customer in the following manner " Good Morning/ Afternoon xx Customer Name xx My name is xx name xx I am a representative of Leathercraft (uk) Ltd on behalf of xx clients name xx. I am here to inspect your furniture.

CUSTOMER CARE

WHAT DO OUR CUSTOMERS EXPECT FROM US

They want to feel that they are important so they demand respect and manners

They want to feel that you are interested in them - so they expect you to show that you are really interested.

They want to know how they will benefit from our service. So they expect you to show empathy and discuss things from their point of you, in short they expect good CUSTOMER CARE!

SERVICE STANDARDS

On the Customers Premises

Cleanliness at all times is **MUST**

Early/Lateness - if you are likely to be more than fifteen minutes early/late you must call the Customer to confirm your arrival time

Addressing the Customer at the door - Establish the Customers name, as outlined earlier, then you should use Sir/Madam etc.

Shoes - Ask the Customer if they would like you to remove your shoes (exception: Generally dirty/filthy premises). If shoes are not required to be removed, make the point of wiping you feet on the mat where available.

Cleanliness - Managing the work area. Dust covers/blankets are provided these must be used on all occasions to protect the Customers carpets/flooring.

Use of Home Owners equipment - Before using home owners equipment i.e. even plug sockets seek permission on all occasions.

Smoking - No smoking is allowed on Customer premises No exceptions.

Compensation/Allowance - You are not authorised to award compensation/allowance if the Customer requests such you should say

Compensation/Allowance Cont.

“Sorry I am not authorised to award compensation/allowance, but you may add your request to the report form”.

(IF IN YOUR OPINION AN ALLOWANCE TO KEEP WOULD RESOLVE MAKE A NOTE OF THIS ON YOUR SECONDARY REPORT).

PRODUCT FAULT ASSESSMENT AND REPAIR

Ask the Customer to show you the product fault and note any comments they have to make regarding its condition.

Make a thorough examination of the product and record on appropriate report form a description and location of the fault, and the general condition of the product including photographs on each occasion.

Make a mental note of any relevant factors regarding the complaint

e.g. **COMPLAINT** “The left hand facing seat has flattened and is wearing more than any other seat”. Is the seat in a convenient location in the room to watch the TV ?.

Note the age of the product and assess if this is due to excessive localised wear and tear as the remainder of the seats may be fine.

ASSESSMENT OF OTHER FACTORS

During the duration of your visit you should make a mental note of the general living conditions, the size of the family and the number and type of pets.

REPORTING

On completion of your visit you are required to complete two reports where necessary. The first is completed on the Clients report form (IF SUPPLIED) or on a Leathercraft (uk) Ltd report form if not supplied and should be signed by the Customer.

The second report form when required should be completed immediately after and before your next scheduled visit. This should be on a Leathercraft (uk) Ltd continuation report form and should include any mental notes made in the assessment of other factors i.e. general living conditions.

Both reports must be returned to Leathercraft (uk) Ltd administration on the day of visit by fax with the originals posted back to Head office.

TRAINING REQUIREMENTS

In order for Leathercraft (uk) Ltd to operate effectively technicians will require regular training/updates covering topics such as new products and product changes including a well structured program to maintain the level of Customer service.

PERSONAL HYGIENE

Shower/bath - A shower or bath should be taken every morning

Use of toilets - Avoid using Customers toilets where possible

Smokers - Smokers should carry and use breath fresheners (i.e. mints) etc. before they enter the

Customers premises. No smoking should occur 15 minutes before arriving at the Customers premises.

VEHICLE SECURITY

Vehicle is secured at all times you are away from it (even in service stations)

The contents in the boot are always covered.

Your mobile phone is always taken with you.

VEHICLE PARKING

Always park legally

If the house has a driveway park in the road unless otherwise agreed.

If you must park in the driveway, once you have presented yourself, seek permission from the Customer.

VEHICLE CLEANLINESS

The vehicle will be cleaned, inside and outside, once per week including the boot area.

DRESS CODE

Smart black shoes

Smart clean trousers

Clean shirt