

# Customer Promise

Our customer promise sets out a commitment from our service to our customers. We are committed to delivering our promises and will measure our performance against these priorities in our annual surveys, focus groups and feedback processes. To read more about our service visit [www.leeds.ac.uk/greatfoodatleeds](http://www.leeds.ac.uk/greatfoodatleeds)

## ➤ *Availability & Variety*

Ensure a wide availability of our products, outlets and facilities, giving our customers an extensive choice dependent on their dietary needs, requirements and preferences

## ➤ *Excellent Customer Experience*

Give our customers a welcoming environment from courteous and professional staff. Our customers are the focus of everything we do.

## ➤ *High Quality*

We aim to provide our customers with a first-class service that promotes high quality in every aspect of our business. We will ensure that the high standards expected of the food and beverage products we provide across campus are met, with the objective to exceed expectations.

## ➤ *Development & Improvement*

We actively encourage our customers to communicate their feedback. We will respond to the views and suggestions put forward in order to improve our products and services.

## ➤ *Value for Money*

We strive to provide the best customer experience possible at the best value for money. We are constantly focussed on ensuring that there is a range of products offered at a competitive price.

## ➤ *Efficiency*

We will maintain a dynamic and proactive team of staff who will respond to customer's needs quickly and courteously, ensuring our customers are served with speed and accuracy.

## ➤ *Sustainability*

We recognise the importance of the role that we play in looking after our environment and as such have procedures in place to support sustainability at a local and global level.

**GREAT  
FOOD**  
*at*  
**LEEDS**



**UNIVERSITY OF LEEDS**