

Please supply your contact details in case the management wish to speak to you further.

The Frying Squad operates in accordance with the Data Protection Act (1998) and will not pass on or disclose any of your personal information to anyone for use outside of our company.

Name .....

Address .....

.....

..... Postcode .....

Telephone: .....

Email: .....

#### Company Use Only

Name .....

Date .....

Complaint received  In person  
 By telephone  
 In writing



The Frying Squad, Head Office  
80 Groomsport Road, Bangor  
BT20 5NF

Phone: 02891 857 990  
E-mail: [telltheboss@fryingsquad.com](mailto:telltheboss@fryingsquad.com)  
Web: [www.fryingsquad.com](http://www.fryingsquad.com)

# Criminally Good Food™

## Contact Us



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## You Tell Us

Customer feedback is vital to The Frying Squad as it helps us to improve on all areas of the business whether the feedback is negative or positive.

There are many ways a customer can leave feedback;

- speak to a member of staff who will then complete this Customer Charter form
- email to "[telltheboss@fryingsquad.com](mailto:telltheboss@fryingsquad.com)"
- complete a comment card instore or online



# Customer Service Charter

Our Mission;  
"To be the customer's first  
choice for fish and chips"

## Customer Service Policy

### Our commitment to you, our customer, is to:

- Train and develop our staff to ensure they provide a high quality, friendly and helpful service.
- Ensure a pleasant and welcoming environment is created by giving the customer our undivided attention.
- Ensure all orders are accurate, complete and cooked to the highest standards.
- Try to fulfil any special requests e.g. food to be cooked well done or other dietary requirements.
- Exceed the standards required by law in the areas of food safety and hygiene.
- Test our products for taste and compliance with safety and hygiene legislation before including them in our menu.
- Source our products from reputable suppliers we never skimp on cost to the detriment of quality.
- Provide a consistent product and service at good value for money.

### You can help us accomplish this by:

- Informing us of any problems or complaints within 24 hours of receiving your order
- Keeping your receipt and presenting it at the counter when collecting your order
- Treating staff and fellow customers with respect and courtesy
- Carrying your loyalty with you and presenting before you place your order
- Asking staff for assistance when required
- Refraining from drinking alcohol or smoking within our shop
- Providing feedback on our services via our online comment card or the comment card provided in store.

We recognise  
that quality services can only  
be achieved in partnership  
with our customers

## Customer Service Standards

### 1. Placing your order

- In person – We aim to serve 90% of customers within 1 minute during off-peak hours and 5 minutes during peak hours
- By telephone – We aim to answer the telephone within 5 rings

### 2. Waiting Times

- During off-peak hours our aim is that 95% of our customers will receive their order within 5 minutes of placing
- During peak hours our aim is that 85% of our customers receive their order within 8 minutes of placing it

### 3. Accuracy

We always aim for 100% accuracy in receiving payment, giving change, recording, cooking and packing your order

#### Peak hours

12-2 pm  
4-8 pm  
8-10 pm

#### Off-Peak hours

9.30 am-12 pm  
2-4 pm

Customer Receipt .....

### Your complaint regarding

Service       Accuracy

Quality       Other

Was dealt with by: .....

Date: ...../...../..... Time: .....

Customer No. ....

### What is the nature of your complaint?

Service       Accuracy  
 Quality       Other

### Please Comment Further

.....  
.....  
.....  
.....

Date: ...../...../..... Time: .....

Dealt with by: .....

Served by: .....

Shop Location: Balloo Rd.       Belfast Rd.   
Larne       Carrick

### How was the problem solved?

.....  
.....  
.....

Further contact required? Yes  No

Record Contact Details overleaf

Complaint received: .....

.....  
.....  
.....