



THE JAMAICA CUSTOMER SERVICE ASSOCIATION

A premier Association that transforms individuals and organizations into world-class service providers while raising service standards nationally and delighting customers beyond expectations.

Press Release from The Jamaica Customer Service Association (JaCSA):

Jamaicans are truly a resilient people, as we have withstood many storms and, with God's Blessings, we shall make it through the Coronavirus pandemic collectively as a people. Customer relationship management is as important in good times as it is in times of national emergencies and how we maneuver this situation is dependent on all of us.

We wish to applaud all the measures being implemented by the Government and Private Sector to tackle the spread of the Coronavirus. In the midst of what seems to be hopelessness, we encourage businesses/organizations to capitalize on this **opportunity to raise service delivery standards** to their customers.

- ✓ Be deliberate in your communication regarding changes
- ✓ Let customers know, as best as possible, safeguards and other preventative measures you have adopted
- ✓ Provide direct contact details for personnel to whom major questions or concerns may be referred.

In putting measures in place, it is important that our customers continue to receive the care to which they have grown accustomed. This is particularly essential to keep in mind when collecting documents and in sanitizing hands, that our general attitude is not interpreted as scornful, but rather, precautionary.

To our members and partners, remember we are in the Service Delivery business. Let us do it with excellence in bringing satisfaction to our customers, as we overcome this challenge together.

*We are Jamaica: **Just Ask Me And I Can Assist.***

*Be safe Jamaica from our family to Yours.. ~ **JaCSA***

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