

DECLARATION



I confirm that I have(number) members of staff in my business.

.....(number) of these have attended a Welcome to Excellence course.

We, the establishment/company, commit to the Welcome to Excellence principles listed below:

- ♦ Offer a warm and courteous welcome
- ♦ That all efforts will be made to cater for customers needs
- ♦ That we will endeavour to provide any information necessary to make the customers stay in the area as pleasant and enjoyable as possible
- ♦ Have staff who respect the value of our customers business
- ♦ That any complaint made will be handled promptly with respect and courtesy
- ♦ That customers comments about the service will be welcomed

Please send me a Welcome to Excellence certificate/charter.

Should the number of staff working in my organisation who have attended a Welcome to Excellence course fall below 50%, I agree to discontinue using the Welcome to Excellence bromide, plaque, sticker and any letterheads/literature that have the Welcome to Excellence logo on until such time as this is rectified.

Signed: _____ Date: _____

Print name: _____

Company Name: _____

Address: _____

Postcode: _____

Telephone No.: _____ Fax No.: _____

