



CUSTOMER SERVICE CHARTER

This charter outlines our service commitment to you and explains how you can help us to provide you with a quality service.

QNCC is a Qatar Foundation owned business operated by AMLAK, providing a venue for meetings, conferences, conventions and exhibitions for high profile, international organisations including governmental bodies, trade and professional associations, Qatar Foundation businesses and local organisations.

Our Venue Services include:

- product launches;
- banquets;
- exhibitions;
- international conventions;
- regional conventions;
- conferences, meetings & seminars;
- live performances

In providing our services, we value:

- **Customer service:** we are passionate about delivering quality products and services to our customers.
- **Integrity:** we believe that trust is essential, developed in an environment of honesty and openness.
- **Improvement:** we encourage creativity, innovation, an open mind and a focus on continuous improvement.
- **Social responsibility:** we have respect for people in our local community and will always care for the environment in which we, and they, live.

What you can expect from us:

- a world class venue with state of the art equipment and facilities which is accessible, welcoming, safe and secure;
- a full event planning and support service from a professional team who will translate your needs into event delivery;
- a high class food and beverage service with a wide range of menus to suit all needs and circumstances;
- helpful, well-trained staff who will treat you with courtesy, respect, confidentiality and in a culturally appropriate manner;
- an information service which is responsive to your needs both during the pre-planning, planning, delivery and post-delivery stages;
- prompt responses to your enquiries, comments or complaints;
- respect for your privacy at all times.

Help us to help you by:

- assisting our staff to understand your needs fully;
- responding to requests for information about your event within the timescales requested;
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem;
- complying with any directions and/or instructions given by staff, particularly with regards to Health & Safety and Security.



Our Service Standards

Service Specifications	What you can expect from us
Access to our services	All customers/clients wishing to book an event at QNCC will have a named, dedicated, client manager at each stage of the event process i.e., planning, delivery and post-delivery. All QNCC staff will identify themselves by name on all communications.
Time to answer the telephone	All telephone calls will be answered within 4 rings unless the employee is away from their workstation, in which case you will be diverted to that person's mobile phone. If unanswered you will always be given the option to leave a voice mail message.
Time to respond to a voice mail message	All voice mail messages will be acknowledged and/or answered within a maximum of 4 working hours.
Time to reply to an email	All emails will be acknowledged and/or replied to within the timescale specified in the email or, in the event that no timescale is specified, within 1 working day.
Meetings	If you visit our premises for a meeting you will be met on or before the appointment time. If we are visiting your premises for a meeting we will arrive on time and will come prepared for the meeting. Actions arising from any business meeting will be confirmed by email or in writing.
Time to provide a quotation for an event	Once all details have been supplied to enable us to plan your event a quotation will be issued within 2 working days. (For large-scale events, where more complex requirements are identified, this may take longer but will not exceed 5 working days.)
Time to resolve complaints and concerns	It is our intention to resolve complaints to your satisfaction immediately but we recognise that, on occasion, that may not be possible. Where that is the case, your complaint will be acknowledged within 4 working hours of receipt and responded to within 1 working day. If your complaint cannot be resolved immediately it will be escalated to a senior manager, who will contact you to explain our processes (see below for contact details).

Feedback

It is important to us that we receive immediate feedback if you are dissatisfied with any aspect of our service. If you feel we are not meeting your requirements and/or our own service standards please contact:

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