

OUR JOURNEY

move as one

Our Culture

OUR INSTINCTS

EFFICIENT COLLABORATION

our pattern is our purpose
Efficiency starts with collaboration. We all do our part for the greater good to reach our destination of making Manica number one together.

RESOURCEFUL CULTURE

we figure it out
Diversity allows us to be able to handle change, come up with relevant innovative solutions and be a powerhouse when our various strengths combine.

TEAM VISION

think like a pack
Everyone moves as one so everyone can achieve as one. Strong bonds are created with team members when we're all moving towards the same destination.



OUR DESTINATION

manica as number one

Customer Service Credos

The First Impression

1. Always be friendly and polite.
2. Use positive body language.
3. Use a pleasant voice tone.
4. Offer a firm hand shake.

The Interaction

5. Take personal responsibility for a client.
6. Assist in finding a solution to a client's problem.
7. Treat clients as the MOST important part of your job.

The Attitude

8. Nurture the reputation of your division and that of Manica with consistent quality customer service.

The Product

9. Know your service/product thoroughly.
10. Know the group's service/product.
11. Know who does what in the group.
12. Seek an opportunity to cross-sell.

The Client

13. Respect all clients.
14. Take into account cultural differences.
15. Listen to the client attentively.
16. Anticipate their needs, objections.
17. Build a relationship.

The Value

18. Follow-up after the sale / service.
19. Help the client avoid potential pitfalls.
20. Come up with a new solutions.
21. Deliver what you promise.

The First contact

23. Email queries: within **one hour** or less.
24. Phone calls: within **two rings**.
25. Always acknowledge receipt of email.
26. Respond to all phone / online messages as soon as possible.

27. Use "quick reply" pre-written emails to answer common questions.
28. Request or give a due date.
29. Strive to give the solution the first contact.
30. Follow-up on the first contact.

Answering the Call

31. Always introduce yourself and your division.
32. Smile! while you speak.
33. Attentively listen to the caller.
34. Take down messages and pass it on.
35. Answer your colleagues' phone in their absence.

Call Transfer

36. Inform the caller if you are transferring or putting them on hold.
37. Use the caller's name.
38. Don't leave the caller on hold for longer than **15 seconds**.
39. End the conversation politely with closing and past tense phrases i.e. "Thank you for calling..." and "I'm glad we were able to talk today..."

Irate caller

40. Remain calm and listen.
41. Sympathise with the caller.
42. Apologise gracefully.
43. Use positive phrases.
44. Find a solution.

Acceptable tto Wear

45. Always be neat, well-groomed and presentable.
46. Match the client's dress code on client visits.
47. MEN: collared shirts, golf shirts, jeans.
48. LADIES: neat office casual wear, jeans.
49. OPERATIONS: Wear neat and correct safety gear.

Not to Wear

50. **NO** ripped, skinny, tie-died jeans.
51. **NO** shorts, beach-wear, club-wear, tracksuits, hoodies, t-shirts with offensive or garish motifs, baseball caps, brightly coloured trainers, flipflops.
52. **NO** inappropriately tight fitting, revealing or unflattering clothing.

Our Promise

