



Dennis Barnfield Ltd.

Groundcare Division

'Service Policy'

Dennis Barnfield Ltd. (Groundcare) strives to offer the best possible service to all our customers.

Our **Long Term Aim** is provide a constant 'CUSTOMER EXPERIENCE', in that when a customer has dealt with us, he leaves with a positive feeling of being looked after by a professional company and has had a quality repair done at a fair price, in our business at Dennis Barnfield Groundcare, we pride ourselves on these matters and we want the customer to come back to us. To achieve all this we must :

Our objectives:

- Wherever possible DB Ltd will provide the customer with the necessary professional advice in the first instance to purchase the right machine for the right job, in doing this future issues can be greatly reduced.
- DB Ltd will install and hand over new machinery correctly giving advice on safety, useage and maintenance and advise the customer at the time of this installation of the service intervals required for the said unit in order to gain maximum life useage and product efficiency.
- DB Ltd will supply a professional back up service, by our fully factory trained technicians, using genuine parts wherever possible as per our relative dealership agreements.
- DB Ltd will retain all replaced parts for the customers inspection, and a detailed invoice will explain all works carried out and any work that is required in the foreseeable future in an attempt to keep the customer fully aware of the current condition of the machine in question.
- DB Ltd will keep in contact with the customer at all times regarding possible escalating repair costs.
- DB Ltd, will pride ourselves on providing quality service, within our company our mindset is that a sale does not end when you walk out of the door at Central Garage, We are fully committed to providing value for money and satisfaction for our customers long after a transaction is a complete.
- In the unfortunate event of a complaint, DB Ltd have a 'customer complaint form' of which we would encourage the customer to complete and all matters will then be investigated and a resolution will be found.

Our **Values** are simple but true; we strive to be polite and courteous at all times, fair and honest in our trade, happy and friendly (although it may not appear so when busy!) and consistently reciprocate a service that we, ourselves, would be happy to be on the receiving end of. The following is short quotation that we find to be very true here at Dennis Barnfield Ltd (Groundcare) and may be found interesting to those who take the time to read and digest:

"It's unwise to pay too much, but it's unwise to pay too little. When you pay too much you lose a little money... that is all.

When you pay too little, you sometimes lose everything, because the thing you bought was incapable of doing the thing you bought it to do.

The common law of business balance prohibits paying a little and getting a lot. It can't be done. If you deal with the lowest bidder, it's well to add something for the risk you run...

And if you do that, you will have enough to pay for something better."

John Ruskin (1819 – 1900)