



SERVICE STANDARD WEST LOTHIAN COUNCIL, COUNTRY PARK VISITOR CENTRES

Description of our Service:-

To provide within West Lothian Council's three Country Parks a quality reception and information service for all countryside visitors, administrative support to Countryside staff and co-ordinating facility bookings and merchandise sales.

Our Customers are:-

Visitors wishing to enjoy West Lothian's countryside areas and those seeking both formal and informal recreational activities.

Our Business Address is:-

Almondell & Calderwood Country Park, The Visitor Centre, Near Broxburn, West Lothian EH52 5PE

Tel: 01506 882254 Fax: 01506 846256 E-mail: almondell&calderwood@westlothian.gov.uk www.beecraigs.com

Beecraigs Country Park, The Visitor Centre, Near Linlithgow, West Lothian EH49 6PL

Tel: 01506 844516 Fax: 01506 846256 E-mail: mail@beecraigs.com www.beecraigs.com

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AD

Tel: 01501 743905 Fax: 01501 744780 E-mail: polkemmet@westlothian.gov.uk www.beecraigs.com

Availability of Visitor Centres:-

Open all year (excluding 4 public holidays at Christmas/New Year). For specific opening hours of each Visitor Centre, please contact on details above.

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service, ensuring opening times are displayed and information is available at www.beecraigs.com
- Check and respond to telephone enquiries within 18hours, providing an efficient telephone service which aims to answer calls within 6 rings before being transferred to an answer machine service. We will also respond to all answer machine messages within 18hours.
- Check and respond to e-mails and any other correspondence within 2-3 working days (includes maintaining the online enquiry, booking & payment system).
- Deal courteously and fairly with all members of the community.
- Be professional in manner, action and appearance. Ensure frontline reception staff wear identity badges, welcome customers on arrival (whenever possible) and keep waiting times to a minimum.
- Respond sensitively to individual needs, providing as flexible a service as possible.
- Ensure that all buildings, premises and equipment are maintained in sound condition, fit for intended purpose and maintained to a high standard of cleanliness and hygiene. Ensure the reception area is kept tidy, well stocked and that prices of all products and services offered are made clear and unambiguous, including charges for additional services and any offers available to customers.
- Provide customers with the opportunity to comment on our service and facilities.
- Regularly evaluate and review performance and make the results available.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 85%.