



## SERVICE STANDARD WEST LoTHIAN COUNCIL'S XMAS TREE SALES

### **Description of our Service:-**

Provision of a wide range of locally grown Christmas trees for sale to the public and West Lothian businesses.

### **Our Customers are:**

Purchasers of Christmas trees calling in person at Beecraigs Country Park or reserving and paying for trees over the phone or online. Residents or businesses paying for delivery of trees to home or business addresses in West Lothian.

### **Our Business Address is:**

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

Tel: 01506 844516 Fax: 01506 846256 E-mail: [mail@beecraigs.com](mailto:mail@beecraigs.com) [www.beecraigs.com](http://www.beecraigs.com)

### **Opening Hours of Sales area:**

Opening times published on [www.beecraigs.com](http://www.beecraigs.com) from mid November. Please check for details.

Usual hours:- December Monday to Friday 13:00-15:30. 2<sup>nd</sup>. and 3<sup>rd</sup>. weekends in December 10:00 to 15:30

### **We will:**

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide quality trees grown locally at competitive prices.
- Provide tree stands and other sundries for purchase.
- Ensure staff are well informed, knowledgeable and available to customers to discuss customer's requirements in person, over the phone or by e-mail.
- Maintain an adequately stocked sales area displaying a wide variety of trees in both height and species (subject to stock availability).
- Maintain an online information service for customers through [www.beecraigs.com](http://www.beecraigs.com), checking and responding to your e-mails within 2-3 working days.
- Provide customers with the opportunity to comment on our service and facilities.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Regularly evaluate and review performance and make the results available.
- Aim to achieve an overall customer satisfaction target of 80%.