



TAKE THE PLEDGE

USVI Customer Service Pledge

I pledge to make my customers feel welcome and appreciated by using these 10 service standards at every opportunity. Beginning right now, I will do my part to make the U.S. Virgin Islands a more hospitable place to live and visit. I pledge to:

1. Greet customers with a smile, eye contact, and positive body language.
2. Acknowledge customers as soon as they approach my "hospitality zone".
3. Speak first and last to all customers. Be the first to say good morning, good afternoon and the make sure to make a positive parting remark such as, "Have a nice day!"
4. Provide helpful and accurate information. Make useful recommendations.
5. If I know the customer's name, I'll use it! (It makes customers feel special.)
6. If I receive a customer complaint, I will listen, apologize and agree to a solution with the customer.
7. Follow up on requests and inquires and make sure they are handled to the customer's satisfaction.
8. Answer the phone within four rings using a proper salutation, such as "Good day, may I help you?"
9. Create a positive impression to customers with a neat appearance.
10. Extend hospitality to fellow employees and customers.

Business Name _____

Mailing Address _____

Contact Person _____ Title _____

E-mail address _____ Phone _____

Please provide your company website address to be listed on
www.usviservicepledge.com : _____

I certify that the individuals below are employees of my business and have read and agreed to take the above USVI Customer Service Pledge.

Business Owner/Manager Name _____ Signature _____

Employee Name

Employee Signature

Return this form to the Department of Tourism
via e-mail to lawheatley@usvitourism.vi or by fax
to 340-774-4390, Attn. Luana A. Wheatley.

