



Customer Service Policy

Introduction: At Rocktail Events, we are committed to providing exceptional customer service to ensure a positive and memorable experience for our clients and their guests. This Customer Service Policy outlines our commitment to meeting and exceeding customer expectations in all aspects of our mobile bar services.

1. Communication:

- We prioritize clear and timely communication with our clients from the initial inquiry to post-event follow-up.
- Our team is readily available to address any questions, concerns, or special requests that clients may have throughout the planning process.

2. Professionalism:

- Our staff members are trained to maintain a high level of professionalism at all times, including appearance, demeanour, and communication.
- We strive to create a friendly and welcoming atmosphere for guests while upholding professional standards of conduct.

3. Customisation:

- We understand that each event is unique, and we are committed to tailoring our services to meet the specific needs and preferences of our clients.
- Our team works closely with clients to create customized beverage menus, bar setups, and service styles that reflect the vision and theme of the event.

4. Flexibility:

- We recognize that plans may change, and we are committed to accommodating reasonable requests and adjustments whenever possible.
- Our team is prepared to adapt to unexpected situations or changes in event logistics to ensure a seamless experience for our clients.

5. Responsiveness:

- We strive to respond promptly to client inquiries, requests, and feedback, whether received via phone, email, or in person.
- Our goal is to address client needs in a timely manner and provide regular updates throughout the planning process and during the event.

6. Quality Assurance:

- We are committed to delivering high-quality service and products to our clients at every event.
- Our bartenders are trained to craft delicious and well-presented cocktails using fresh ingredients and professional techniques.

7. Feedback and Improvement:

- We value feedback from our clients and actively seek input on ways to improve our services.



- After each event, we encourage clients to provide feedback on their experience to help us identify areas for improvement and ensure ongoing customer satisfaction.

8. Conflict Resolution:

- In the event of any issues or concerns during the event, our team is committed to addressing them promptly and professionally.
- We will work with clients to resolve any issues and ensure that their needs are met to the best of our ability.

By engaging Rocktail Events for mobile bar services, the client acknowledges and agrees to abide by the terms and conditions outlined in this Customer Service Policy.

Signature:

Rocktail Events:

[Signature]

[Date]

[Printed Name]

By signing below, the client acknowledges that they have read, understood, and agree to abide by the terms and conditions outlined in this Customer Service Policy.

[Client Signature]

[Date]

[Printed Name]