



**Dawson  
Books**

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# The Dawson Customer Team

supporting David Harling throughout the Middle East.



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Please turn the page to read about service standards at Dawson Books.

InTouch with Dawson Books

# The Dawson Customer Team

At Dawson Books, we pride ourselves on giving professional and proactive customer service with quick responses to customer enquiries. The teams' depth of knowledge and experience, coupled with longevity of service results in a strong and dedicated interaction with customers. In addition to English a number of the team are fluent in Arabic, French and Spanish.

All team members are given instruction in the operation of our core systems, in the standards of telephone and email etiquette expected and imparted with general knowledge of the organisation and environment we work in. Some of these standards are illustrated:

Emails:	▷ to be responded to within 24 hours
Telephone calls:	▷ to be answered within 4 rings
Customer claims:	▷ actioned within 24 hours
Customer orders:	▷ processed throughout the day
Orders processed to publishers:	▷ processed throughout the day
Your orders claimed with publishers:	▷ actioned daily

Book Price quotations completed urgently upon request.

The team are familiar with all aspects of overseas delivery documents to ensure accurate and speedy supply of books to you. As new systems and products are introduced and others evolve at Dawson Books, a continuous training programme ensures the team are kept up to date and conversant.

Dawson Books also employs formal, relevant training courses to further enhance the skills of the team. Recent courses have covered subjects ranging from Customer Service Skills, Telephone Training and specific Industry related courses such as National Acquisition Group school.

The Customer Team is at the heart of Dawson Books, co-ordinating between Dawson teams and our customers as first point of contact.



The Customer Team are working in partnership with you to the very highest standards.