

Housing Channel

Title: Customer Services Management System

Super Customer Services Management System

Mr Wong Why is there water all over the floor?!

 I must get help from the Estate Office

Estate Officer What can I do for you, sir?

Mr Wong The toilet cistern in my flat is leaking

 Can you get someone to come and check?

Estate Officer Certainly

 May I have your surname please

Mr Wong It's Wong

Estate Officer Mr Wong, what's your block name and flat address?

Mr Wong Room 1103, Happy House

Estate Officer And your telephone number is ...?

Mr Wong 2755...

Estate Officer Mr Wong

 I've registered your request

 The maintenance team will call you later

 and make an appointment for inspection and repair

Mr Wong You're so efficient, miss

Estate Officer It's our new system that's efficient

 The system instantly directs customers' requests

 to the relevant staff for follow-up action

 The type and location of the repairs are printed on this receipt

 Remember to keep the receipt safe

 If you have any problems, just call us and

quote the receipt number or your address

we'll then let you know the progress of your request

Mr Wong Thank you

Mrs Cheung Hello, Mr Wong

Mr Wong Hello, Mrs Cheung

Mrs Cheung A corridor light on our floor keeps flickering

so I've come to ask someone to take a look

Mr Wong I came to get someone to repair my toilet cistern

The Housing Department has introduced a new system

for handling enquiries and requests

It's quick and convenient

There's also a receipt, which is very reassuring

Let me come with you to report your problem

Mrs Cheung Good

Estate Officer Mrs Cheung, the problem with your corridor light

has already been reported by the security guide this morning

The technician will repair the light this afternoon

Mrs Cheung So, someone else has already reported the problem

That's fine then. Thank you

Estate Officer You're welcome

Mrs Cheung This new system is good

Mr Wong Previously, they had to flip through pages of records

It's much quicker now

Estate Officer That's right

This new system can check case records at once

preventing duplicate record entries
and show the progress of the case immediately

Mrs Cheung So making enquiries
is much more convenient than before

Mr Wong That's right

Mrs Cheung Thank you

Super Quality Services Customer Focus