

## **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