

IVY LANE CORPORATION

POLICE REPORTING POLICY

As a member and leader of team Ivy Lane your responsibility is to take care of customer. There will also be times when we must take care of dissatisfied customers. At this time, we should all do our best to remedy the customers concerns on the spot, if not the guest should be reached within 24 hours. If a customer becomes upset with a situation and you as the SCM/MOD can not find a solution, then call your supervisor for assistance. Follow the chain of command until you reach a supervisor.

Going forward at no time will anyone at the Service Center call the Police to remove a customer with out talking to a supervisor. As leaders for Ivy Lane it is our responsibility to take care of all guests, happy or upset.

Please have all team members sign this and date.

If you have any questions, please let your supervisor know.

NAME _____ SIGN _____ DATE _____

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