

PRINTFLOW CUSTOMER SERVICE CHARTER – Tonga

(Our Commitment to You)

Chata ya Basali ba Vatengi – Printflow

(Kuzipila kwetu kwa imwebo)

Ku Printflow, tulapilila kupa basali abukata bwino pakuvuselela vatengi besu bonse. Chilangwa chetu chili chakuti imwebo muve neruzivo rwakajeka, rwakabotu, rwakakwanisa, pamwe naye.

Zvikosha Zesu (S.I.T.T.C.I)

- **Kusimudzira (Sustainability):** Kutungulila bizinesi yesu mu njira yakusunga ndalama, bantu, pamwe na mushitu, tukusimudzira kutenga vinthu vyakukwete umoyo wabotu na kupanga vinthu vyakukwete chisungu.
- **Kuvimbika (Integrity):** Kutungulila bizinesi mu njira yakutendeka, yakabotu, yakutendeseka, tukusimudzira kuvimba pakati pa vatengi na basali.
- **Kujeka (Transparency):** Kupa ruzivo rwakazara ku bene ba kampani na abene abashitani kuti tubatane na kutora masankhulo pamodzi.
- **Kushandira Pamodzi (Teamwork):** Kushanda nga chikota chimodzi, tukulongosola pachena mu kutaurana, kutora masankhulo na kusala basali kuti tizadzise chilangwa cha bizinesi.
- **Kubatsirana (Collaboration):** Tukupavavira kushanda pamodzi, tukulongosola pachena mu kutaurana, kutora masankhulo na kusala basali kuti tizadzise chilangwa cha bizinesi.
- **Kugazya Vinthu Vipya (Innovation):** Kuva ne mafungwa apya nyengo yonse mu kuvandudza zvipangizo, basali na njira yesu.

Mitemo ya Basali

Kutaurana

- o Nthawi ya kupindura: Tukupavavira kupindura mibvunzo yonse mu maawa 24.
- o Kuwanikwa: Chikota chesu chili pano kufuma pa Muvhuro mpaka pa Chishanu, 8:30 m'maambo mpaka 4:30 masikati.

Kuzadzisa Maodha

- o Kururama: Tukupilila kuti maodha yonse yachitika mu njira yakabotu.
- o Nthawi: Tukupilila kupeleka vinthu pa nthawi yakabvumilwa.

Kuongola Ubwino

- o Kuongola: Vinthu vyose vyakudhindwa vikuongololwa makora pambere pa kupeleka.
- o Mhinduro: Tukugamuchila mhinduro zyenu, tukuzisunga kuti tivandudze basali yesu.

Rubatsilo

- o Kubatsira: Chikota chesu chili pano kukubatsira pa mibvunzo kapena masuzgo nyengo yonse mu kusala maodha.

Kodzera za Mutengi

- Kodzero ya Ruzivo: Munekodzera yakugamuchila ruzivo rwakajeka, rwakabotu pa zvipangizo na basali yesu.
- Kodzero ya Basali: Munekodzera yakutemwa basali abukata bwino na zvipangizo zvabotu.
- Kodzero ya Kupela Mhinduro: Munekodzera yakupela mhinduro na mazano kuti tivandudze basali yesu.

Zisungo za Mutengi

- Kutaurana kwakajeka: Ndapota pelelani ruzivo rwakajeka, rwakabotu mu kusala maodha.
- Mhinduro pa Nthawi: Mhinduro zyenu pa nthawi zikutipilila kukushandilani bwino.
- Kuremekezana: Tukupavavira kutaurana kwakaremekezana kuti tigazye ubwenzi wabotu.

• Njira Yakutibata

Kuti mubvunze kapena mupeze rubatsilo, tibateni:

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