

Handling Customer Service (Complaints, Repair, Requests)

ABOUT THE SERVICE

JWS customer service is available during office hour or weekend upon request and can be reached thru telephone no. 2382-916 or cp no. 09166772578.

FEE

Plumbing service is free of charge if problems relate to pipeline connection from the main pipelines to the flow meter. *Problems related after the flow meter going to the household is not free of charge and only attended by the plumber after office hours.

REQUIREMENT(S)

Letter (optional)

HOW TO AVAIL OF THE SERVICE

PROCESS/ACTIVITY		DURATION	PERSON RESPONSIBLE
Service Provider	Client		
1.	Client manifest his complaint/request verbally or in writing		
2. Entertain the client (take note of the complaint/request and let the client sign the logbook)		5 minutes	JWS Staff
3. Post the complaint/request in the bulletin board for the plumbers, for immediate action	Client wait for action (depending on the availability of plumbers)	3 minutes	JWS Staff

Total

8 minutes