

COMMUNICATION

- (1) THAT customer service is positive and proactive. Responses are professional and courteous, and made in a timely manner.
- (2) THAT advice given and actions taken are impartial and represent the overall views of the club.
- (3) THAT relevant officers or other committee members are consulted if an issue affects more than one area of the club's management. If in doubt ask the president.
- (4) THAT individual comments do not compromise WT&MC and are in the best interests of the club.
- (5) THAT any activities and contribution to public debate or discussion are consistent with the best interests of the club.