Black Owned Businesses (BOBS) BUREAU MEMBERSHIP PLANS

Services

OVERVIEW

The BOBs Bureau is headed by experienced professionals including a CPA: Certified Professional Accountant, CIA: Certified Internal Auditor, CISA: Certified Information Systems Auditor and CFE: Certified Fraud Examiner with many years of experience in industry and government.

BOBs Bureau provides strategic direction to Black Owned Businesses in the present high technology marketplace enabling them to excel.

Customer Service Standards are critical in today's multi-channel, brick-and-mortar as well as digital, marketplace where competition is fierce as a result of customers becoming more knowledgeable and discerning, mostly due to the vast information available online.

Consumer Confidence plays a key role in business growth. BOBS Bureau develops and communicates business and customer service standards that its members attest to which bolster confidence and trust and support business growth.

HOW IT WORKS

1

The BOBs Bureau Customer Service Assurance (CSA) Framework provides **a credible mechanism** for Black Owned Businesses to practice and Attest to Customer Service Standards which build consumer confidence and trust and convert them into actual customers.

2

BOBs Bureau also maintains **a business directory listing** of Black Owned Businesses that have Attested compliance with our CSA Framework.

Customers of these businesses **are able to record their reviews** of the businesses and also to contact the businesses concerning customer service issues that they wish to escalate.

3

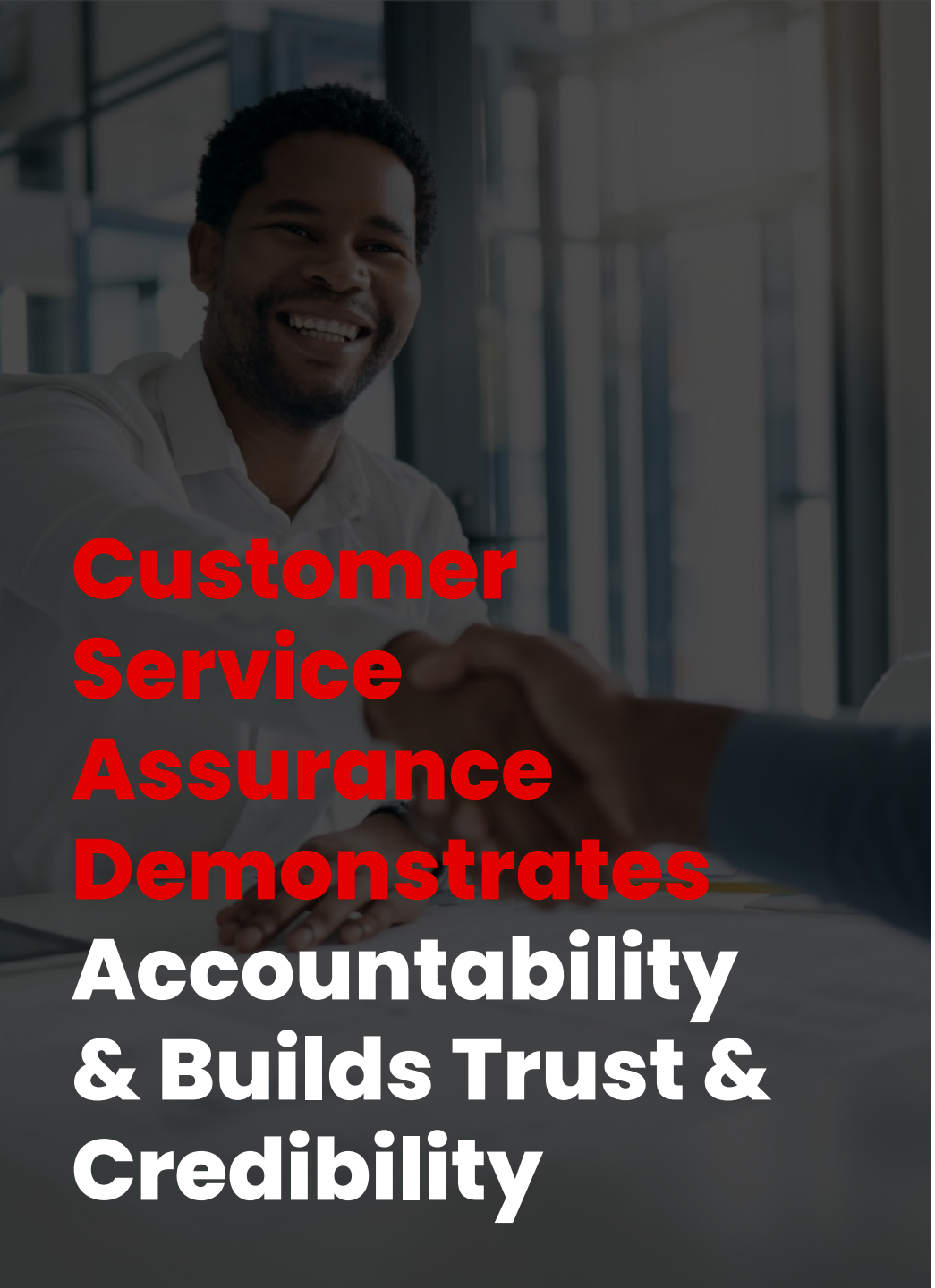
With our Basic Plan, the business owner would be responsible for managing reviews and following up on customer service issues. BOBs Bureau is able to assist on a contract basis.

With our Featured Plan, we offer a limited mediation and follow up of customer reviews issues with the businesses. This provides additional customer service assurance to customers.

4

Our Basic Plan has a membership fee of $100 per month for an initial three-month period whilst the Featured Plan has a membership fee of $599 per month for a similar period. Promotional campaigns are offered on these plans.

New membership fees could apply after the initial three-month membership period for both plans. Businesses are able to cancel prior to each monthly renewal.



Customer Service Assurance Demonstrates Accountability & Builds Trust & Credibility

How We Help Our Members Demonstrate Accountability and Build Trust

CLEARLY DOCUMENTED CUSTOMER SERVICE ASSURANCE FRAMEWORK

The BOBs CSA Framework clearly sets out the purpose of the customer service function as well as how this purpose will be achieved. This communicates to customers that customer service is taken very seriously and therefore builds **Trust & Credibility.**

ATTESTATION

The attestation which the BOBs Bureau member signs demonstrates **Accountability** for and commitment to the CSA Framework which further reinforces **Trust & Credibility.**

BOBs BUREAU REVIEWS & ESCALATION

BOBs Bureau provides a directory listing of Black Owned Businesses that attest to the BOBs Bureau CSA which identifies them as customer focused businesses. As well, customers can provide reviews of businesses in the BOBs Bureau directory listing and are also able to escalate customer service issues which provide them with additional layers of customer service assurance which again further builds **Trust and Credibility.**

ATTESTATION

We provide an attestation to be signed by an authorized company /business official and displayed on the business website and at the official place of business with a hard copy to be provided to customers on request.

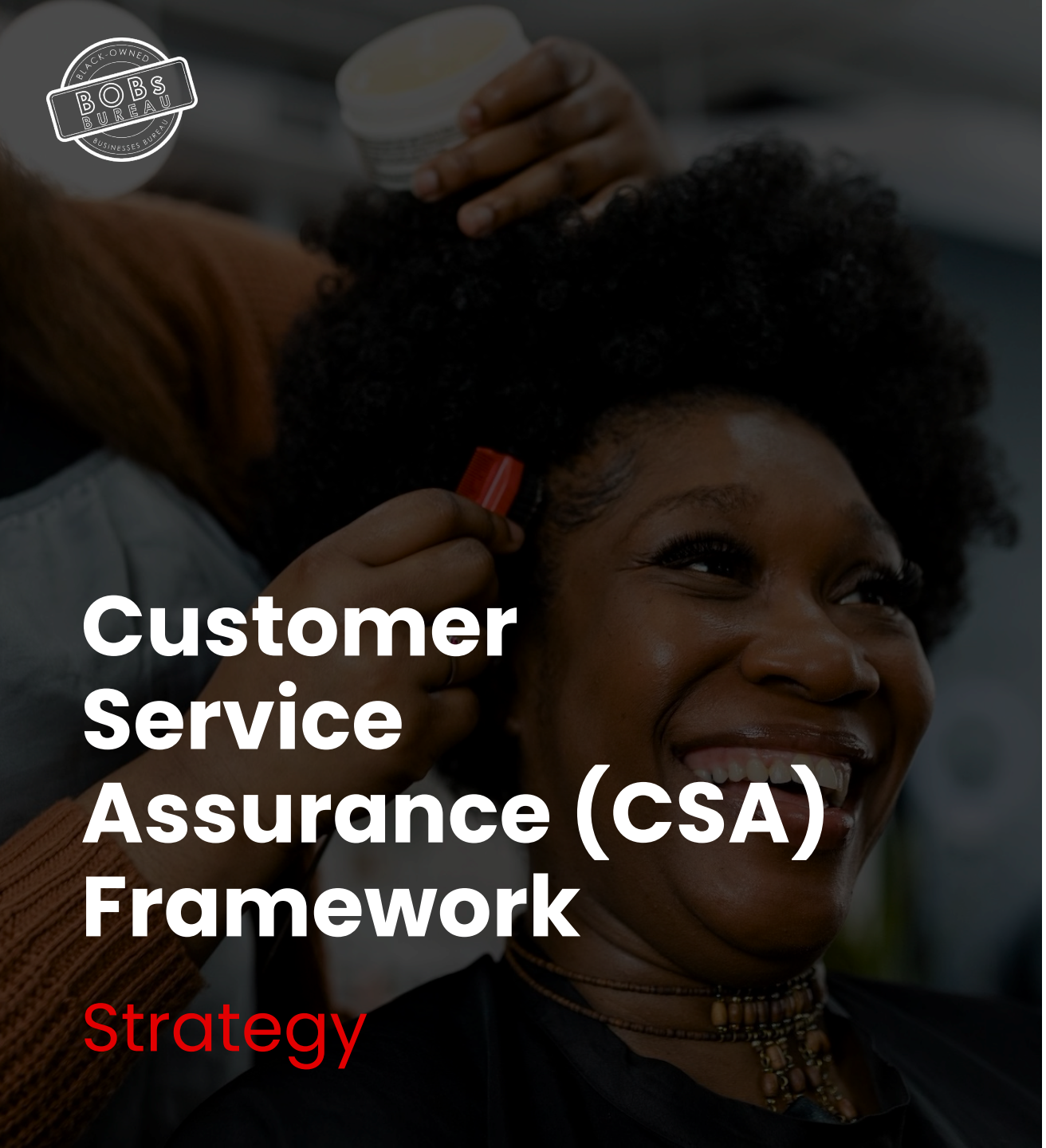
ATTESTATION

I attest on behalf of the company /business that the BOBs Bureau Customer Service Assurance (CSA) Framework is a part of our documented policies which demonstrates our accountability for customer service. A copy of this signed attestation is available at our official place of business and on our website. A hard copy will also be made available to our customers on request.

I ALSO ATTEST THAT I POSSESS THE APPROPRIATE AUTHORITY TO MAKE THIS ATTESTATION.

ATTESTED BY

DATE



Customer Service Assurance (CSA) Framework

Strategy

The BOBs Bureau Customer Service Assurance (CSA) Framework

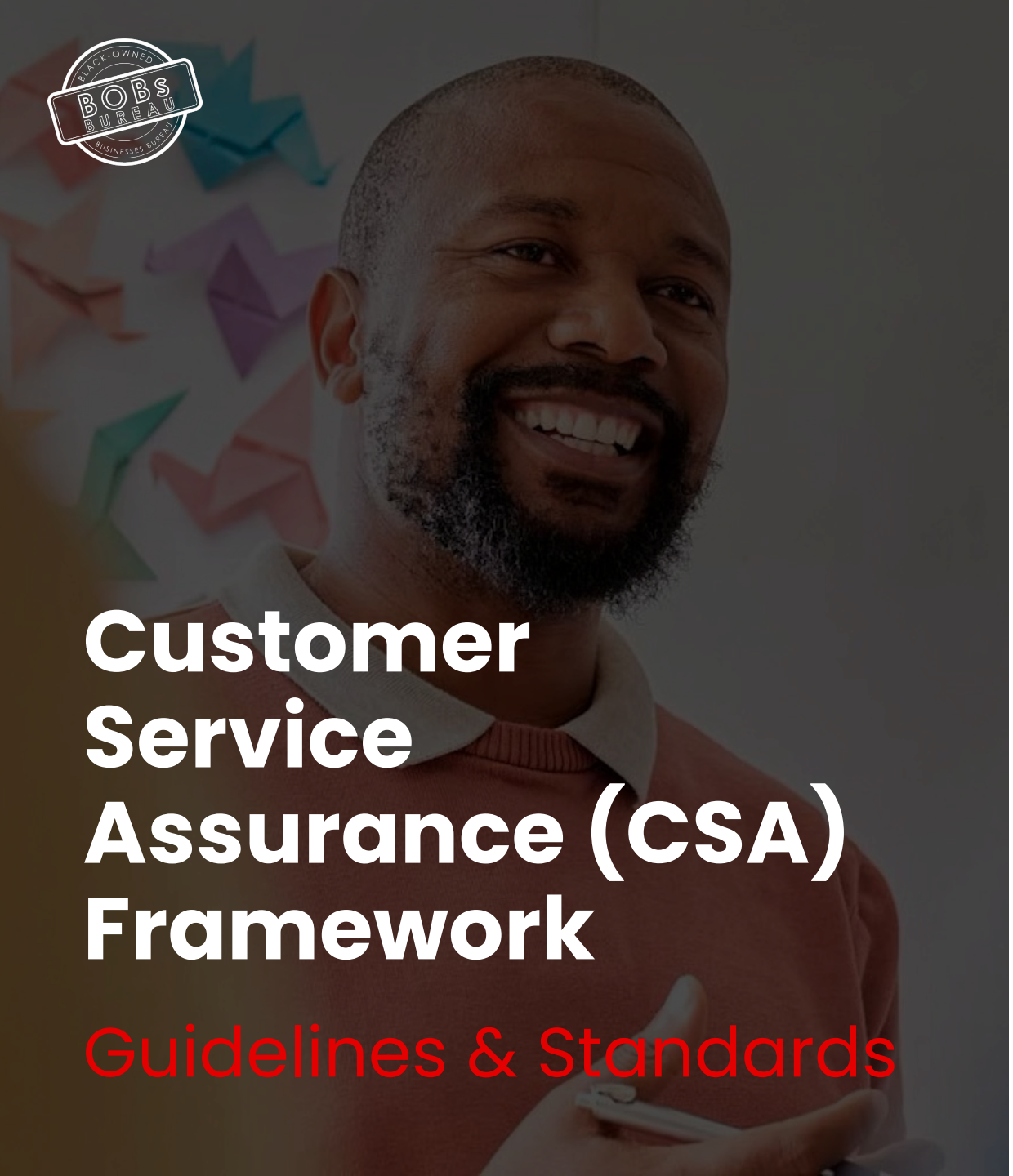
The BOBs CSA Framework includes the Customer Service Strategy, which includes Vision, Mission & Values Statements as well as Guidelines, and Standards.

Customer Service Vision Statement
Our Customer Service Vision Statement is a declaration of the Customer Service outcome wish we aspire to, which is to exceed our customers' expectations by providing high-quality products and services at reasonable prices.

Customer Service Mission
Our Customer Service Mission Statement is a declaration of how we intend to achieve our Customer Service Vision or outcomes, which is to be customer focused and engaged.

Customer Service Values
Our Customer Service Values Statement is a declaration of what we value highly, which include the following:

- Empathy
- Respect
- Trust
- Openness
- Accountability
- Persistence
- Customer-centricity
- Continuous improvement



Customer Service Assurance (CSA) Framework

Guidelines & Standards

Customer Service Guidelines

It is our policy to provide our customers with the highest level of customer service. We are committed to exceeding our customers' expectations by providing them with timely, professional, and courteous service as follows:

- We will work diligently to resolve any issues or concerns that our customers may have promptly and efficiently and keep them informed.
- Our goal is to build long-term relationships with our customers based on trust, respect, and confidence.
- Our staff is appropriately trained in the BOBs Bureau CSA Framework.

Customer Service Standards

Our Customer Service Standards include our customer service business practices which have measurable, performance targets:

Privacy: We respect the privacy of all our customers

Accessibility: Our Accessibility Standards include the following:

- We make ourselves accessible on multi-channels for customer service communication.
- We request that our customers communicate their customer service requests and or concerns on our business website as directed.
- We are mindful of our customers with disabilities and try our best to offer additional help and support.

Response Time: We aim to respond to customer service requests within 2 business days.

Resolution: We work with BOBs Bureau to provide expected timeframes for the resolution of customer service issues. We aim to resolve 90% of customer service issues within a week and 95% of issues within a month. In the case of complex issues that are not resolved within a week, our customers are welcome to create a ticket with BOBs Bureau as indicated on their website who we will engage to provide mediation to resolve the matter amicably.

Featured Membership Plan with Additional Services

In addition to our Basic Membership Plan we also provide a Featured Membership Plan which provides prominent listing on the Bobs Bureau website and includes the following additional services:

- **Assistance in resolving customer service issues through the BOBs Bureau platform**
- **Implementation of the Customer Service Assurance (CSA) Framework**
- **Ongoing review of the Customer Service Assurance (CSA) Framework**

NEXT STEPS...

Register on the Platform

Purchase a BOBs Bureau Membership & List Your Business

Adopt the CSA Framework and sign and display the Attestation