

# INSURED'S SATISFACTION

*Understanding the Difference.....*

*Making the right choice*

**North American Restoration Dry Cleaners**

## **RESPONSIBLE to Insured Satisfaction:**

### **Making sure the insured's needs are met**

- Listen actively and respectfully to the Insured
- Evaluate the Insured's immediate needs and requests
- Respond appropriately and timely to the Insured's needs

### **Provide ongoing communication**

- Establish the lines of communication between all involved parties
- Work Performance updates until job completion
- Deliver timely reliable data for the overall job

### **Customer feedback**

- Provide a customer satisfaction survey upon completion
- Conduct final consultation with the Insured
- Learn from the survey and continually strive to improve the Insured's experience

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