



OCCUPATIONAL HEALTH AND SAFETY POLICY

Kidz Jungleplay aims to ensure that our clientele in the café and play centre have a hygienic and safe environment that meets the following:-

- Government standards of business operation for occupational health and safety and food safety for café operations
- Industry standards for compliance for safe and hygienic children's play equipment
- Use of safe chemicals suitable for use in a children's play centre
- Provision of a general risk assessment for café and play centre operation
- Community and family standards of acceptable occupational health and safety standards for children's play

Be healthy and safe at all times



CUSTOMER SERVICE POLICY

Kidz Jungleplay aims to provide our clientele with the following high level of customer service:-

- Polite, respectful communication and actions
- An awareness of cultural differences related to our clientele
- Timely service for provision of general café and play centre product information and service
- Willingness to give outstanding service at all times
- An understanding of the special needs of various clientele and adapt appropriately
- Willingness to attend to issues of concern by clientele
- Wanting to have our clientele happy and smiling after every visit to our premises

Good customer service ensures our clientele have a happy experience and who return again and again!!!