



MBKB Service Commitment

‘Creating value by driving Personal and business growth’

We project a positive image and energy.

We are courteous and respectful to all.

We communicate in a professional manner, in all mediums.

We listen.

We design an individually tailored program.

We go above and beyond to exceed Employer and Learner expectations.

We perform our roles efficiently to benefit Learners/ Employers.

We exceed the expectations of all customers.

We respond to all enquires efficiently and effectively

We hold ourselves and each other accountable to our service commitment.

We proactively anticipate the needs of our customers.

We make a conscious effort to Reward and Recognize high standards.

We provide a safe healthy equality driven, working environment.

We provide an environment where questions and support can be asked for.

We provide transparency and feedback throughout the program to every Learner and Employer.

We Publish our performance and quality improvement targets.

If we get it wrong, putting it right is our only priority.

If unavailable- E-mail/ Voice Mail / website enquiries.

We respond within 24 hours during normal business periods.

We provide updates when we will be out of the office for an extended time, informing of when we will return.