

# TOKYO (K) SERVICES LIMITED

📍 Kenyatta Street, Santuri Court, 2<sup>nd</sup> Floor

☎ +254-722-647-101

✉ tokyokservices@gmail.com



P.O Box 8710-30100

Eldoret, Kenya

www.tokyogroupkenya.com

## CUSTOMER SERVICE POLICY

Policy Reference	TKS-CSP-005
Effective Date	31 <sup>st</sup> January 2026
Review Cycle	Annual
Version	1.0
Approved By	Managing Director

### 1. POLICY STATEMENT

Tokyo (K) Services Limited is committed to delivering high standards of customer service through professionalism, reliability, and clear communication. The Company recognizes that consistent and well-managed customer interactions are essential to maintaining trust and long-term business relationships within a service-driven environment.

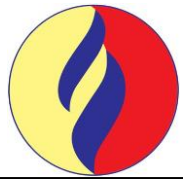
To this end, the Company shall take reasonable and appropriate measures to establish and maintain structured service processes that support timely, accurate, and transparent engagement with customers. These processes shall be aligned with operational capacity and designed to ensure that commitments are realistic, achievable, and consistently managed.

The Company remains committed to the ongoing enhancement of its customer service practices, with the objective of improving service quality, responsiveness, and overall customer satisfaction.

### 2. PURPOSE OF THE POLICY

The purpose of this policy is to:

- Establish clear standards for delivering exceptional customer service.
- Ensure consistent and professional communication with customers.
- Promote customer satisfaction and foster long-term relationships.
- Provide a structured framework for managing customer feedback and complaints.
- Guarantee timely and reliable service delivery.



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### 3. SCOPE

This policy applies to:

- All employees of Tokyo Kenya Services Limited
- Drivers and operational staff interacting with customers
- Customer service representatives
- Contractors and partners representing the Company

It covers all customer interactions, including fuel transportation services, logistics coordination, communication, and support services.

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### 4. CUSTOMER SERVICE PRINCIPLES

The Company shall operate under the following principles:

**Professionalism** – Employees shall treat customers with respect, courtesy, and professionalism at all times.

**Reliability** – The Company shall strive to deliver fuel transportation services safely, efficiently, and within agreed timelines.

**Transparency** – Customers shall receive clear and accurate information regarding services, delivery schedules, and potential disruptions.

**Responsiveness** – Customer inquiries and requests shall be addressed promptly and effectively.

**Accountability** – The Company shall take responsibility for resolving service issues and continually improving service delivery.



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## 5. CUSTOMER SERVICE STANDARDS

The Company commits to:

- Respond to customer inquiries within 24 hours.
- Provide clear delivery schedules and timely updates.
- Inform customers immediately of any delays or operational challenges.
- Maintain accurate documentation for deliveries and transactions.
- Handle customer complaints professionally and without undue delay.

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## 6. COMMUNICATION WITH CUSTOMERS

Communication shall be:

- Professional and respectful
- Clear, timely, and accurate
- Honest and transparent

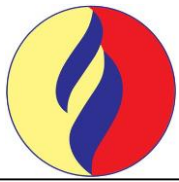
Communication channels may include:

- Email
- Telephone
- Official company messaging platforms
- Formal written correspondence

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## 7. HANDLING CUSTOMER COMPLAINTS

- The Company is committed to addressing customer complaints quickly, fairly, and transparently.



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### Complaint Handling Procedure:

1. **Receive the Complaint** – Complaints may be submitted via email, telephone, or written communication.
2. **Record the Complaint** – All complaints will be documented for investigation.
3. **Investigate the Issue** – Relevant departments will review the matter thoroughly.
4. **Provide Feedback** – Findings and proposed solutions will be communicated to the customer.
5. **Resolve the Issue** – Appropriate corrective actions will be implemented to prevent recurrence.

The Company aims to resolve complaints within **3–5 working days** wherever possible.

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## 8. CUSTOMER FEEDBACK

Customer feedback is invaluable for improving services. The Company encourages customers to provide feedback on:

- Service quality
- Delivery efficiency
- Communication effectiveness
- Overall customer experience

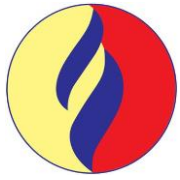
Feedback will be reviewed regularly to enhance operational performance and service standards.

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## 9. EMPLOYEE RESPONSIBILITIES

Employees are responsible for:

- Delivering services in line with company standards
- Maintaining professional conduct in all customer interactions
- Communicating clearly, accurately, and respectfully with customers
- Escalating customer concerns to management when necessary



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## 10. CONTINUOUS IMPROVEMENT

The Company is committed to continuously improving customer service by:

- Monitoring customer satisfaction levels
- Reviewing service delivery performance
- Training employees on customer relations and best practices
- Implementing improvements based on customer feedback and operational insights

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## 11. POLICY REVIEW

This Customer Service Policy will be reviewed periodically to ensure its effectiveness, relevance, and alignment with Company objectives.

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## 12. APPROVAL

This Policy is approved by the Management of Tokyo Kenya Services Limited and applies to all employees and company operations.

**Managing Director**

Tokyo Kenya Services Limited

Signature: \_\_\_\_\_

Date: \_\_\_\_\_