Customer Service Policy

HiFlex Physio

HiFlex Physio expects that all employees deal with our clients or customers. No matter what their position, every employee influences the customer. Staff is reminded to be friendly and courteous in the Centres, conducting training in off-site venues and in daily interactions. Promote Hiflex Physio with pride.

Answer phones before three rings, transfer office calls correctly, follows through on promises, give updates if necessary, great walk-in customers or just smile and say hello. Treating others as you expect to be treated is the key to excellence in customer service relationships.

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