



Customer Service Charter

One of the principles of the Fujairah Tourism and Antiquities Authority is to provide tourism services and elements of tourist attractions that characterize the emirate and that the aim of the Customer Service Charter is to clarify the responsibility of the service employee to provide all that is distinctive to customers and to ensure the improvement of the type of services provided

What do you expect from us

Kindness	treat in a respectful courteous friendly and cheerful manner
Information	Providing our services through a cooperative team that maintains confidentiality possesses knowledge and understands your needs he can answer your inquiries
Response	We work to respond to all your inquiries and deal with them in a timely manner
Reliability	We focus on providing you with distinctive services in an effective, orderly and transparent manner and working to achieve your expectations
Convenience	providing fast and smooth services at convenient times
Quality	Providing distinguished and high-quality services that enhance the quality of life of individuals
Response	Facilitate the process of your communication with us and respond to your requests in a timely manner

What we wish from you

- Appreciating the efforts of our employees and dealing with them with mutual respect and appreciation
- Provide all the required documents and documents to enable us to provide our services to you quickly
- Inform us immediately of any errors that may occur in the services as soon as possible
- Inform us about changes in the personal information related to the service
- Welcome to respond to the inquiries of the customer service employees enabling them to provide you with distinguished service

Values of customer service personnel

We are committed to achieving excellence through continuous improvement in service delivery to achieve this we will be guided by our basic values and distinguished service standards to meet the changing needs of our customers as follows

- 1. Focus on the customer :** I strive to treat the customer as he wishes with dignity respect and fairness while striving to develop and strengthen relationships by providing a unique service to the customer
- 2. Credibility and empowerment :** I fully understand my role in the entity that I represent and I am happy to serve the customer I also strive to continuously develop my capabilities in order to respond to the needs of customers and I am keen to deal with complete clarity and absolute transparency and to maintain the accuracy of the information provided
- 3. Collaboration and teamwork :** I am constantly striving to explore opportunities available to support my colleagues and to help in adopting and creating a work environment that stimulates collective performance to meet all the needs of the customer on time
- 4. Continuous improvement :** I strive to encourage support and explore the necessary opportunities to enhance the customer experience

Given the importance of your opinions and responses, we welcome all your suggestions related to the enhancement and efficiency of services to raise the level of services in the Fujairah Tourism and Antiquities Authority.

You can contact us directly through

Customer Service : Fujairah | Working Hours : Sunday - Thursday (7:30 - 2:30)
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