

## **Customer Types**

Estates Customer Services understand there are various groups of customers that require the services of the Estates Department. We recognise that the customer is defined as “anyone other than ourselves”, however will typically fall into one of the following categories:

- **Students**
- **Staff**
- **Conference Guests**
- **Visitors**
- **General Public**
- **Contractors**

Requests and queries can be made either by telephone, intranet (Web Central), email or in person. A member of the Customer Services team will then action the query or request. Our service levels, indicating our response times are explained in our Service Level Statement document.