

## Quality standards and communication with customers

- Our conversations are started in a unified manner.  
Inbound: "Welcome at "Bike4U" – first name, last name..."  
Outbound: „My name is – first name, last name – from Bike4U..."
- Our customers are our most valuable asset. We communicate in a friendly, polite and conflict-free manner.
- We take complaints seriously and compensate the customer with a gift for any inconvenience caused. Additional discounts will be discussed with the supervisor.
- We use our questioning technique in a targeted manner and actively listen to the customer.
- The emotions of our customers are important to us and we respond to them.
- Our motto "Bike4U - your perfect bike" should be tangible for the customer. For this reason, consultation is particularly important. Every customer should receive the bike that meets his/her needs.
- Conversations are summarised and are only ended when the customer's concern has been resolved.
- We address the customer by name or in the usual norm of the foreign language, for example in English with "Madam" or "Sir".