



“Our Members and Guests Make our Business Possible”

***NORTHS DEVILS LEAGUES CLUB
CUSTOMER SERVICE EXCELLENCE
BAR & GAMING***

We, as Norths Devils Leagues Club Bar & Gaming Staff, ensure we provide you with Customer Service Excellence as we value and appreciate you as patrons of our club.

- We recognise that our number 1 priority lies with you.
- We acknowledge all patrons when they walk into the club by being courteous, polite, friendly, welcoming and approachable.
- We respect the dignity of all patrons and show empathy and consideration in our daily interactions with our patrons.
- We listen to our patrons to find out what their needs and wants are by treating them as individuals.
- We have the knowledge to provide information on the products and services that we offer.
- We provide the ‘ultimate service experience’ all the time, every time.

Norths Devils Leagues Club Bar and TAB area also provides “Superior Standards”.

- We guarantee to have enough staff to ensure waiting times for drinks and TAB Services are kept to a minimum.
- We provide a clean, safe and controlled environment.
- The Lounge and TAB areas are kept clean and tidy at all times.
- Glassware is always cold as well as the drinks we serve.
- Where possible all live sport will be shown.
- All Bar Staff are 100% competent in all aspects of Responsible Service of Alcohol



Norths Devils Leagues Club Gaming Lounge also provides “Superior Standards”.

- The Devils Lair Gaming Lounge will have the latest Gaming Machines
- The Devils Lair Gaming Lounge will be clean and tidy at all times.
- We guarantee to fix all machine faults and complete all payouts within 3 minutes.
- We provide a comfortable atmosphere with a relaxing level of music.
- We conduct responsible Gaming Room Promotions that are enjoyable for all patrons and provide quality prizes.
- All Gaming Staff are 100% competent in all aspects of Responsible Gambling Practices.

CUSTOMER SERVICE EXCELLENCE IS OUR PRIORITY!

Please feel free to provide any feedback to our Duty Managers or via a Feedback Form.

Thanking you,

Norths Devils Leagues Club Staff