

## Our Quality Control Procedures & statement from our MD

Hi, My name is Gareth Sayer, one of the director of MY Event Hire.

My Event Hire pride ourselves in one of our core values "Customer Satisfaction" "the products we send out to our clients and the service we provide to them" so, we feel it's very important that we have a quality control procedures in place so we can retain a good practice and continue to give our clients the best possible experience year on year.

We ensure we have processes in place to make sure that all our "event hire items" leave our warehouse the best they could possibly be.

Has a valued customer we thought you would like to know that all our office & admin teams are trained the "my event hire" way ensuring every customer gets the same treatment when they are going through our booking process with us. We do this in 100s of ways but below I have stated a few of the main ones...

- a) All team members undertake regular relevant professional training in the departments they work in to ensure our valued customers get the very best experience when using us at all times.
- b) All our stock goes through a quality control check before it leaves our warehouse to ensure its accurate, and in good working order and electrical items are tested where needed.
- c) All our tables & chairs and furniture items are checked after every single hire to ensure they are still fit for purpose, if needed they are resprayed and recovered in our in-house build/maintenance room facility and are always kept to the highest of standards ensuring our clients get the very best for their money.
- d) All electrical items in our 15000 sq ft warehouse are fully Pat tested by a trained in-house professional before going out on hire to ensure they are safe to use, we do this by following IET code of practise guidelines.
- e) Our dance floors panels are not only checked after every hire but also go through a very deep cleaning process to ensure the best of shines is retained keeping them looking like brand new all the time, the cables are all tested after use to ensure they always work how they should.

We also have a very strong complaints process in place at my event hire, has we all know sometimes there may be a compliant, "some companies don't like sharing this" but honestly, I believe that we are all human and with the right complaints procedure in place things can be put right! If followed in an efficient way and ensuring that a client is kept within the discussions and asked what they think went wrong, why it went wrong, and how they think we can stop this from happening again, only then can we decide how we stop it from going wrong again in the future.

Kind Regards

*Gareth Sayer*

Director  
12<sup>th</sup> Jan 2024

