



# Customer Service Standards

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## External Customers

- We will greet our customers, courteously and professionally.
- We will listen effectively to our customers' requests and promptly take the necessary actions to assist them. We will keep our customers informed of unexpected delays in service.
- We will inform our customers of normal process time when they can expect completion and any delays that may arise in the process.
- We will touch base with our customers to update them as to where we are in the process.
- We will respond to website questions/requests within 24 hours during normal business hours.
- We will respond to applicants (employee/volunteer) within 24 hours of normal process time to let them know when they can expect completion and any delays that may arise in the process.
- We will finish our encounters with our customers courteously and professionally.

## Internal Customers

- We will interact with each other courteously and professionally.
- We will inform our internal customers of normal process time when they can expect completion and any delays that may arise in the process.
- We will touch base with our internal customers daily, either by e-mail or phone, to update them as to where we are in the process.
- We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions.
- We will be considerate, cooperative and helpful to every staff member to assure quality services.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behavior.

## Telephone Etiquette

- When at our desks, we will answer the phone within two rings.
- We will identify ourselves when we answer.
- We will listen to the caller's request and assist the caller accordingly.
- If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will obtain the caller's permission and provide the

caller with the name and extension number of the person who will be helping the caller.

- We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function.
- We will end the conversation courteously and professionally by thanking the caller. We will wait for the caller to hang up first.
- We will notify our customers that someone is unavailable by saying, "He/She is unavailable. Is this an urgent issue or may I take a message?"

## **Voice Mail**

- We will respond to voice mails within 24 hours during normal business hours.
- We will update our voicemail greeting, advising callers when we will be out of the office for an extended period (1/2 day or longer), informing callers of when we will return and who they may contact with questions (if applicable).

## **E-mail**

- We will respond to e-mails within 24 hours during normal business hours.
- We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and indicate a contact person (if applicable).

## **General**

- We will make our goal to exceed the expectations of all of our customer groups.
- We will work to anticipate the needs of those we serve by proactively working to meet their needs.
- We will hold ourselves and each other accountable for our service commitment.
- We will be conscious of our communication style (ie; audible voice, eye contact when speaking to someone, tone of voice) and communicate professionally.
- We will make a conscious effort to compliment coworkers when their actions comply with these standards.

I have read and understand the above Service Standards. I also understand that it is my responsibility to comply with the standards and that my performance appraisal will reflect my compliance.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_