

Salt Lake County
Aging Services
Customer Service Standards

Outstanding customer service is critical to our mission. Our service is based on respect for the dignity and individuality of all whom we serve - internal and external customers.

Verbal Communication - Customers have a right to expect.....

- Telephone calls will be answered promptly
- The program main telephone line will be answered by a person, not voicemail
- External telephone calls will be answered “Aging Services followed by name of person or program”
- Staff will, before transferring a call, provide the caller the option to go to voicemail or leave a message (giving the caller the telephone number in case they need to call back)
- Outgoing voicemail messages will be kept current to include dates and other pertinent information
- Extended absence voicemail greetings when employee is away for more than 24 hours that state when they are expected to return and provide an alternative name and contact number for immediate assistance

Written Communication – Customers have a right to expect.....

- Written correspondence will be formatted to the highest standards
- All emails will contain a signature block including: the person’s name, title, division, Salt Lake County, address, telephone numbers, fax number and email address

Direct Customer Contact – Customers have a right to expect.....

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff person knows they are there, especially if the staff person is on the telephone or with another person
- Thorough and accurate information, including directions to other divisions in the County
- The offer of assistance for translation services

