

Public Works Operations

Customer Service Standards

Standards Covering All Customer Interactions

"Customers have a right to expect ..."

- Courtesy, respect, honesty and professionalism.
- That the staff person will listen to their request, ask for clarification if necessary, and provide complete, knowledgeable, accurate, precise information regarding their inquiry.
- That the staff person will make a reasonable effort to provide information about the County and, as appropriate, other outside agencies related to their division's function.

Telephone/Voicemail

"Customers have a right to expect that..."

- Telephones will be answered promptly (within three rings) whenever possible.
- Calls will be answered in a courteous manner (with a smile).
- A person, not voicemail, will answer the main number at each answering station during business hours.
- Staff will: listen and understand the nature of requests before transferring a call; inform callers to whom they are being transferred; and provide callers with the telephone number and division of the person to whom they are being transferred.
- Staff will, before transferring a call, provide the caller with the option to go to voicemail, leave a message, call back later or to speak to someone else.
- They will receive acknowledgements of their voicemail messages within 24 hours on regular business days.
- Outgoing voicemail messages will be kept current to include dates/times and other pertinent information for the callers.
- Extended absence greetings will be recorded when employees are away on vacation or sick leave stating when they are expected back in the office and providing an alternate name and phone number callers may use for immediate assistance.
- Voicemail messages give at least one optional telephone number to call.
- Calls will be answered in the order received. Callers may be given the option to be put on hold or called back.
- If a caller is on hold for an extended period of time, periodic updates will be provided.
- All incoming telephone calls from external sources will be answered with a consistent greeting such as "Salt Lake County, Operations Division, this is <insert name> may I help you?"
- Staff will leave their full name, department, telephone number, and time available when leaving a message.

Written Correspondence

(Includes Letters, Memoranda, E-mails & Faxes)

"Customers have a right to expect..."

- Written correspondence formatted to County standards.
- Information that is complete and accurate.
- A timely response to their request or an interim communication explaining the delay. A timely response for e-mail is within 24 hours on a regular business day and for letters is within five business days.
- That all e-mails and letters will contain a signature block including: Name, title, Department of Public Works, Operations Division, 604 West 6960 South, Midvale, Utah, 84047, telephone number, fax number and e-mail address.

In Person

"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 customer.
- If there is a person at a counter and the phone rings, the staff person will be asked to be excused, answer the telephone, ask the caller if they prefer to be put on hold or have their call returned, and continue to help the customer.

Adapted from Human Resources

C:\Documents and Settings\ghennefer\Local Settings\Temporary Internet Files\Content.Outlook\5UR70FPE\Operations Customer Service Standards.docx

In The Field

"Customers have a right to expect..."

- Courteous treatment from all workers including flaggers.
- A clear explanation of the work being performed or an assessment of the problem or situation. If the employee is unsure of how to handle the situation, they should provide the resident with their supervisors business card.
- Traffic control that is correctly set up and not difficult to understand.
- Proper advance notice that work will be performed.