

## SANITATION DISTRICT CUSTOMER SERVICE STANDARDS SPECIFIC FOR THE MANAGEMENT TEAM

### **Philosophy**

The Sanitation Team prides itself on having very high level of customer service. Our latest survey showed a 96% customer satisfaction rating. The administrative, management and supervisors are required to maintain these high standards and model such standards for the entire sanitation team.

Each time you interact with internal and external customers you have the chance to provide excellent customer service.

### **Telephones**

Updated voicemail with alternate number i.e. front desk number for customers to reach us.  
Check voice mail routinely and return calls within the same day message is received.  
If you will be out of the office for an extended period of time change your voicemail to inform customers of when you will return and when you will be returning their call. Leave an alternate number i.e. front desk if they need immediate assistance.

### **E-mails**

Check your e-mail routinely . Respond back to e-mails within a day of receipt when ever possible.  
If you are going to be out of the office for more than one day turn on the out of office assistant and state when you will return and return the e-mail. Give alternate contact information if the customer needs immediate assistance.

### **Check in and out Board**

Use the check in and out board at all times to communicate effectively with our support staff.  
If you are going to be out of the office document how best to contact you or who will be handling items in your absence.