

**SALT LAKE COUNTY  
CUSTOMER SERVICE STANDARDS**

**SERVICE-ORIENTED:** We deliver exceptional service to all internal and external customers.

**EMPOWERED:** We are supported in taking the initiative to improve services.

**RESPONSIBLE:** We go the extra mile and ensure that customer needs are met.

**VALUES-DRIVEN:** We do the right thing for customers and the residents of Salt Lake County.

**INFORMED:** We understand the many services Salt Lake County provides and we apply the “no wrong door” approach.

**COURTEOUS:** We treat customers well, even under pressure.

**ENGAGED:** We actively listen to our customers and ensure they feel heard.



## SALT LAKE COUNTY CUSTOMER SERVICE STANDARDS

### Standards Covering All Customer Interactions

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

- Courtesy, patience and professionalism.
- That we will listen to their request/question and provide accurate information regarding their inquiry or seek to find accurate information or relevant referral sources for them.
- We will make a reasonable effort to employ the "no wrong door to County government" approach regarding County services and, as appropriate, other outside agencies related to our division's function.

### Telephone/Voicemail

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

- A person, not voicemail, will answer the 801-468-3179 number during business hours.
- Calls will be answered in a prompt, courteous manner within three rings.
- All incoming telephone calls from external sources will be answered with a consistent greeting such as "Utah State University (or USU) Extension, this is <insert name> may I help you?"
- Before transferring a call:
  - We will listen and understand the nature of requests; 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.
- Callers 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 callers.
- Extended absence greetings will be recorded when we 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 and returned in the order received. Callers may be given the option to be put on hold or call back.
- If a caller is on hold for an extended period of time, periodic updates will be provided.
- We will leave our full name, division, telephone number, and time available when leaving a message.

### Written Correspondence (Includes Letters, Memoranda, E-mails & Faxes)

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

- Information is complete, accurate and concise.
- A timely response to requests or an interim communication explaining the delay. A timely response for e-mail is within 24 hours on a regular business day and letters, within five business days.

All e-mails and letters to contain a signature block including: Name, Title, Utah State University Extension Salt Lake County, 2001 S. State Street, Suite S-1200, 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 we know they are there, especially if we are on the telephone or with another customer.
- If there is a person at a counter and the phone rings, we will excuse ourselves, 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.