

# Salt Lake County Public Works Addressing Office Customer Service Standards

## Philosophy

Good customer service is about sending people away educated and satisfied. Questions, concerns, and issues have been answered and/or resolved, while complying with Salt Lake County Ordinances, policies and procedures.

*The best language for superior, truly memorable customer service is the language your customer understands. It doesn't matter whether you are delivering internal customer service to employees of your organization or external customer service to those that are asking for help and/or advice. If your customer doesn't understand what you are saying, it's not superior customer service.*

*Build a reputation for the Addressing Office, evident enough the customer has positive feedback he may pass along about our office. Handle the unexpected creatively.*

## Customer Service Professionals

### *What should they expect of themselves –*

- Know and understand your job so you are ready to provide answers or know where to research for an answer if you do not have an immediate response.
- Look at every job experience as training towards customer service.
- Customer service experience prepares you for future opportunities.
- Take the extra step when helping customers.

## Standards – for all Customer Interactions

### *Customers have a right to expect –*

- Courtesy, respect, honesty and professionalism.
- To be greeted in a friendly, open manner.
- A demonstration of interest.
- Addressing staff person will listen to their request/questions. Staff will ask for clarification if necessary, and provide complete, knowledgeable, accurate information regarding their inquiry.
- Response from Addressing staff person should be in a clear understandable manner.
- Addressing staff person will make a reasonable effort to provide information, as appropriate, and refer customers to other outside agencies related to their department's/division's function, when necessary.

## Telephone

### ***Customers have a right to expect –***

- Telephone calls will be answered when possible.
- Calls will be answered in a courteous manner.
- Addressing staff person will understand the nature of request before transferring a call; inform caller to whom they are being transferred; and provide caller with the telephone number and division of the person to whom they being transferred.
- Callers will receive acknowledgements of their voicemail messages as soon as staff returns to desk, but no later than 24 hours on regular business days.
- Extended absence greeting will be recorded when employees are away on vacation or sick leave stating when they are expected back in the office and providing, when possible, two alternate names and phone numbers callers may use for immediate assistance.

## Written Correspondence

*(Includes Letter, Memoranda, Emails & Faxes)*

### ***Customers have a right to expect –***

- Written correspondence professionally formatted.
- Letters on division letterhead.
- Information regarding their inquiries 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.
- All emails to contain a signature block including: Name, Salt Lake County Public Works Addressing Division, and telephone number.

## In Person

### ***Customers have a right to expect –***

- A timely, courteous acknowledgement, such as a greeting or a positive indication that the staff person knows they are there.
- That addressing staff will actively listen to the customer, which includes verbal and non-verbal acknowledgments.