



Contracts & Procurement Customer Service Standards

Customer service is everyone's responsibility. Every time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are county employees, vendors, residents, or even Contracts & Procurement employees. These customer service standards were created for employees to follow to ensure that the quality of service to all of our customers meets or exceeds their expectations.

What are our guiding principles?

These customer service standards are consistent with the county's values and the office mission of Salt Lake County Contracts & Procurement: *"to procure goods and services while providing professional purchasing support to all Salt Lake County agencies. This enhances each agency's ability to perform their responsibilities to the citizens of this County."*

Salt Lake County Employees care about one another

We serve with integrity

We value and respect people

We strive for excellence

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.

As Customer Service Professionals, What should we expect of ourselves?

- Know and understand your job so you are ready to provide answers or know where to research an answer if you do not have an immediate response
- Look at every job experience as training towards customer service
- Take the extra step when helping customers
- Do not say "no" without an explanation and finding alternatives; try to find a way to "yes"
- Use appropriate medium of communication depending on customer and circumstance

What should our customers expect from us?

- We will not stop assisting a customer because it extends beyond the walls of our agency; we are committed to directing them to the right place if we can't help them
- Courtesy, respect, honesty, and professionalism
- To be greeted in a friendly, open manner
- A demonstration of interest
- When scheduled for a meeting, we will commit to showing up on time and meetings will be facilitated such that they start and end according to schedule
- We will listen to the entire request before answering and ask questions if we do not understand
- We will help identify the needs of the customer
- We will be prepared and be resourceful

In-person customers have a right to expect that...

- They will be greeted with a smile and eye contact when entering our office
- The full attention of the next available staff person. This may include offering them a place to sit, water, or a meeting with them privately in a conference room.
- A staff member will do their best to give the customer sufficient time to discuss their issue
- We will be available to them

Telephone/Voicemail customers have a right to expect that...

- When receiving external phone calls, we will identify our division/function and ourselves
- Telephone calls will be answered promptly
- Telephone calls and voicemails will be returned within 24 hours
- If we are out of the office (including sick leave), we will leave an out-of-office message with expected date of return and who to contact for assistance

Written correspondence (Emails, Letters, etc.) customers have a right to expect that...

- Information regarding their inquiries is complete, accurate, and precise
- A timely response (within 24 hours on a regular business day)
- As appropriate, all emails and letters will contain a signature block with the initial correspondence to include name, title, division, address, phone number, and email address
- Use proper spelling, grammar, and punctuation
- If we are out of the office, we will create an auto-reply message with expected date of return and who to contact for assistance
- Do not attach unnecessary files
- Do not write in CAPITALS
- Include a pertinent subject line
- Proofread the email before you send it and ensure the recipients are correct
- Do not use slang/text lingo or uncommon abbreviations
- Always allow read receipts that automatically respond when we have opened emails
- Send out read receipts and delivery receipts only as appropriate