

**Salt Lake County Parks and Recreation Customer Service Standards**

GUIDING PRINCIPLES

The purpose of these standards is to establish the tenets for providing excellent customer service to customers of the Salt Lake County Parks & Recreation Division (division). Excellent customer service includes a caring, considerate attitude by division staff in their interactions with the division’s customers. It reflects honest, effective and efficient communications with division, county staff and the community the division serves.

DEFINITIONS

**EXTERNAL CUSTOMER:** All division program participants and potential participants. This includes, but is not limited to: seniors, adults, teens, children, toddlers, parents, athletic teams, etc. In addition all partnering agencies and vendors, including but not limited to: school district officials, City officials, parks and recreation agencies, vendors and non-profit organizations.

**INTERNAL CUSTOMER:** All division staff and other county staff conducting business with the division, and county advisory boards.

PHILOSOPHY

It is the division’s philosophy that customer service is a responsibility of every employee, from temporary summer work crews to senior division managers and administrators.

The division’s customer base, internal and external, is a composite of singular individuals and/or groups of individuals: citizens, visitors, employees of Salt Lake County, volunteers, members of the public working with staff on a project, division associates and staff. Each time an employee interacts with a customer, answers a phone call, sends an e-mail, writes a letter or attends a meeting, a positive or negative impression is made about the employee and the division.

Customers are the division’s reason for being, not an interruption. Parks & Recreation is all about “Improving lives through people, parks, and play” punctuated by excellent customer service standards.

CUSTOMER SERVICE STANDARDS

- The Parks & Recreation Division will provide excellent customer service to the greater Salt Lake County community.

- The division will consistently supply precise, complete and up-to-date information on its programs, park projects and events to its customer base.
- Division employees at all levels in the organization will assist customers in a positive, responsible, timely manner with complete and accurate information and apply active listening skills.
- The division will provide its customers with quality facilities and services in a clean, safe, healthful and inviting recreational environment.
- An open door forum will function at division facilities to address staff and community issues. Its mandate will be to solve problems, invite and react to community input and create outreach activities that publicize division programs and services.
- Each section of the Parks & Recreation Division will annually review their customer relations standards and conduct a customer service meeting/training to re-emphasize the importance of customer service to employees.

#### REFERENCES / APPENDIX

Salt Lake County Personnel Policy and Procedure, #5650, Professional Ethics and Conflict of Interest

Salt Lake County Personnel Policy and Procedure, #5702, Standards of Conduct

Parks Operations Customer Service Standards

Golf Section Customer Service Standards

Planning and Administration Customer Service Standards (Draft Only)

Recreation Section Customer Service Standards (Draft Only)