

## Special Service District #1 (Sanitation)

### Customer Services Standards Specific to Sanitation Front Office

#### Introduction to Special Service District

The Sanitation Division provides waste and recycling collections for Special Service District # 1 (Sanitation). The District includes the unincorporated areas of Salt Lake County and the Cities of Taylorsville, Herriman, Cottonwood Heights, Holladay and part of Murray.

#### Philosophy

We are in the customer service business. While we have rules and procedures that must be followed, these rules and procedures are no different than the rules and procedures at any other organization or business. Our goal is to provide our services while complying with our own rules and procedures. Every contact with the customer is an opportunity to meet the expectations that customer has for us and that we have for ourselves.

#### Greeting the Customer

There is no other time to establish the correct customer relationship! If we start the conversation incorrectly, we may permanently damage our ability to achieve a successful outcome.

When a customer comes to the front counter:

- Stand up and walk to the counter to greet the customer. Do not speak to them from your chair! If reflects badly on you. Smile! Say: "Hello, how may I help you?"
- If you are on the phone at the time and cannot get up to greet the customer, acknowledge them with a smile and a professional hand gesture such as a wave.

When a walk-in customer requests to speak to someone or is here for an appointment:

- Locate our employee for the customer via the telephone. Let our employee know that they have someone here to see them,
- If you cannot locate our employee, contact their supervisor and let them know about the visitor.
- Ask if they would like to take a seat in the waiting area. Say: "If you would like to take a seat you can wait over there and someone will be with you shortly."

When a customer is angry:

- Approach the customer in a serious manner (sometimes a smile can be counter-productive), and ask: "How can I help you?"
- Listen to their story and avoid all temptation to cut them off and give them an answer without hearing the whole story. Good listening skills are critical in this instance. Nod, say "OK", etc. to keep them talking. Avoid taking the criticisms personally. They are angry about something that has happened to them.
- Acknowledge their frustration. Say: "I can see you are frustrated. Let's see what we can do."

- If you can fix their problem, do it. If you can't fix it, please forward to the appropriate supervisor.
- Do not allow the customer to leave without some kind of solution to their problem.

### **Answering the phone**

Initial Greeting:

Salt Lake County Sanitation, <Your First Name> speaking. How may I help you?

Putting someone on hold:

- Ask for permission before putting anyone on hold. Say "Do you mind if I put you on hold? I will be right back with you."
- Do not over share! It isn't appropriate to share details about why you are putting them on hold.
- If you think you can't get back to them quickly, ask for their number and let them know you will call them back within an appropriate time frame.

### **Transferring a call:**

- Say "Do you mind holding while I transfer you to that number?" When they say yes, tell them the phone number you are transferring them to then begin the transfer.
- Stay on the line until the other party answers. Tell them you have a transfer call.
- If the other party is not answering, return to the caller and say "They are not answering, may I take a message?"

### **Taking a message:**

- Make certain that you always have a phone note pad and pen next to your telephone.
- Get the customer's name, date, time, return call number and subject matter.
- Place the message in the employee's mail slot.???

### **Email Rules**

- Be concise and to the point
- Answer all questions and pre-empt further questions
- Use proper spelling, grammar & punctuation
- If you are out of the office, your auto-reply will say: "I am out of the office until <DATE TIME>, if you need immediate assistance please contact <NAME> at <PHONE NUMBER>"
- Answer emails promptly
- Do not attach unnecessary files
- Do not write in CAPITALS
- Include the Subject Line

- Read the email before you send it
- Take care with abbreviations and emoticons
- Be careful with formatting
- Do not forward chain letters
- Do not request delivery and read receipts
- Do not ask to recall a message
- Do not copy a message or attachment with permission
- Do not use email to discuss confidential information
- Avoid long sentences
- Don't send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks
- Don't forward virus hoaxes and chain letters
- Keep your language gender neutral
- Don't open or reply to spam

### **Voicemail Messages**

- If you are in the office: "Hello, this is <NAME> of the Salt Lake County Sanitation Division. I am in the office today. Your call is important to me. Leave a message after the tone, including your name, phone number and the best time to call. If there is research I can do before returning your call, please include details in your message. I will return you call as soon as possible."
- If you are out of the office: "Hello, this is <NAME> of the Salt Lake County Sanitation Division. I am out of the office until <TIME OR DATE>. Your call is important to me. Leave a message after the tone. I will return your call as soon as possible. If you need immediate assistance, please contact <NAME AND PHONE NUMBER>."

## **Priorities for Office Staff**

Customers are the reason we have a job. They deserve our attention and respect. The customer is always our first priority, whether on the phone or at the counter. If a customer is at the counter or the phone rings, you are to take care of the customer FIRST! Your other assignments or private conversations must wait.

If a call goes to the voicemail, the handset on our phones will indicate red. Voicemail calls shall be returned promptly and always before going on breaks, leaving for lunch or at the end of the shift. All voicemail shall be returned prior to leaving for the day.

## **Answering the phone**

Initial Greeting:

Salt Lake County Sanitation, <Your First Name> speaking. How may I help you?

## **New Homeowner or Resident:**

- Is the home brand new or existing?
  - ❖ New home:
    - When will you be moving into the home? Arrange for can delivery.
    - Your garbage day is every <DAY>. Your recycling day is every other <DAY>. Your next recycling pickup is <DATE>.
    - Your monthly fee is \$11 per month or \$132 per year. It is collected on your annual property tax notice, so you will not receive invoices.
    - You are entitled to a one time moving box pickup of your boxes and packing material.
    - I will mail you a New Homeowner packet that includes additional information about the services we provide.
  - ❖ Existing Home:
    - Your garbage day is every <DAY>. Your recycling day is every other <DAY>. Your next recycling pickup is <DATE>.
    - We show you should have \_\_\_ garbage can and \_\_\_\_\_ recycling can at the home. (If there are rental garbage cans at the home arrange to have them picked up).
    - Your monthly fee is \$11 per month or \$132 per year. It is collected on your annual property tax notice, so you will not receive invoices.
    - You are entitled to a one time moving box pickup of your boxes and packing material.
    - I will mail you a New Homeowner packet that includes additional information about the services we provide.

### **GARBAGE AND RECYCLING CAN REPAIRS**

- Salt Lake County Sanitation, this is (name). How may I help you?
- May I please have your name, address and phone number? (Pull up on Sani and verify)
- Which container needs to be repaired? Refuse or recycling? (Enter email work request to Brent Moore. Include all information including phone number).
- We should have your container repaired within 1-3 business days. Please leave the damaged can where is it visible and accessible from the street, but not out on the curb.
- There is no cost for this repair and you may continue to use the can as needed.
- May I help you with anything else?
- Thanks for calling and have a nice day.

### **MISSING CANS**

- Salt Lake County Sanitation, this is (name). How may I help you?
- May I please have your name, address and phone number? (Pull up on Sani and verify within Service area)
- Which can is missing, your garbage or recycling can?
- Give the customer the serial number of their assigned cans.
- We will send someone out to help you look for your missing can. If they are unable to locate it, they will leave you a replacement to use. If the container is not located your account will be charged a \$70 replacement fee. If the container is located anytime in the future, we will credit your account the \$70 fee.
- May I help you with anything else?
- Thank you for calling and have a nice day.

### **Returning a Voicemail**

“This is <NAME> from the Salt Lake County Sanitation Division returning your phone call. How may I help you?”