



SERVICE EXCELLENCE

TELEPHONE



- Telephone will be covered at all customer contact points during normal business hours and will be answered within the fourth ring.
- Phone messages received will be responded to (if requested) in a timely manner - two business days - even if just to acknowledge receipt. An estimate of time to resolve the problem will be given if applicable.
- Calls coming from external sources will be answered with a consistent greeting such as "Hello, Village of Howard, this is Joshua Smith, how may I help you?"
- Employee will take responsibility for providing a solution and/or options to the customer's request.
- Announce the caller to the person receiving the transfer; provide the caller with the name of the person and department they are being transferred to, along with their phone number (if applicable). If the transfer cannot be accomplished (busy, no answer, or that person is unavailable), the employee will reconnect with the caller and ask if they want to leave a voice message.
- Voice mail messages will include employee's full name, working hours, and an optional phone number for customers to call. When employee is away from the office for an extended period of time, the voice mail message will communicate such absence and offer an option for the caller.
- Thank the customer for calling and ask if further assistance is needed prior to concluding the call.

WRITTEN CORRESPONDENCE



- Correspondence will always start with a greeting.
- Email signatures will include the name, title, department and contact number.
- Activate the E-mail out-of-office assistant when away from the office for an extended period of time.
- Acknowledge E-mails and faxes that require a response within two (2) business days.
- Respond to letters within ten (10) business days.
- Correct spelling and grammar will be used, including accurate name and address.
- Provide complete, accurate and precise information regarding their inquiries.
- Fax cover sheets will be legible and include name, telephone number, and the name and fax number of the receiver.

PERSONAL CONTACT



- Respond to customers in a courteous manner...the customer may not always be right, but always deserves to be treated with respect.
- Provide accurate and understandable solutions/options to customer requests or direct the customer to the appropriate person who may have knowledge in the subject matter.
- Maximum wait time without an appointment should be no longer than thirty (30) minutes. If that cannot be accomplished, an appointment will be scheduled for a mutually convenient time.
- Counter will be staffed during business hours.
- Employees will dress in attire that is professional, tasteful, appropriate and consistent with individual departmental policies.

MONITORING OUR PROGRESS



- Our executive leadership team will oversee all customer service standards.
- If we do not meet our standards, we will implement an action plan to improve our service.
- We will listen and do all we can to resolve issues.
- For questions and/or concerns, contact Village Administrator Joshua Smith at 920/434-4640.