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Obtaining Stakeholder Feedback About Your Performance

To better understand the service levels we provide to the people with whom we come into contact, and to make regular adjustments to ensure that we provide the best possible customer experience, we regularly survey external stakeholders to obtain feedback.

This feedback is also used as input into your performance review, to address any areas of concern and to encourage you to keep doing what you do well! Click here to view [the survey](#) sent to stakeholders.

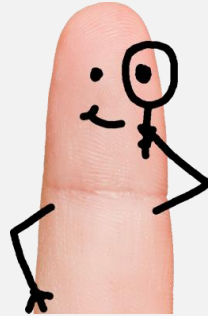
Our Customer Service Guidelines & Protocols

General

1. Front line staff and reception staff who deal with the public are expected to dress neatly and professionally.
2. Outside of breaks and lunch, **USE OF MOBILE DEVICES (INCLUDING BUT NOT LIMITED TO CELL PHONES, SMART PHONES, AND TABLETS) FOR TEXTING OR ANY OTHER ELECTRONIC CHAT FUNCTION, PERSONAL CONVERSATIONS, INTERNET ACCESS, OR ANY OTHER PERSONAL PURPOSE IS NOT ALLOWED UNDER ANY CIRCUMSTANCES** unless it is an urgent matter. It is not in the Company or the customer's best interest for our staff to use their mobile devices while at work. Your mobile device must never be used, displayed, or make sounds during working hours.
3. If someone needs to get in touch with you for an urgent matter, they are welcome to call the main switchboard at any time. If they cannot get hold of anyone, they are welcome to call CUSTOMIZER Example: the President and CEO, on their cell phone: CUSTOMIZER: Insert cell phone number and they will be happy to pass on the message immediately.
4. Outside of lunch and breaks, **PERSONAL USE OF COMPANY COMPUTERS, INTERNET, OR ANY OTHER COMPANY EQUIPMENT IS NOT ALLOWED UNDER ANY CIRCUMSTANCES.** It is not in the Company or the customer's best interest for our staff to be working on personal matters while at work.
5. The presence of chewing gum should not be known by others.

Dealing with Walk-In Visitors

6. Acknowledge and welcome a visitor or customer as soon as you can. Even if you are on the phone, make eye contact, smile, and try to communicate non-verbally that you are aware they are there and you will be right with them.
7. When greeting a customer, or answering the phone, always, **always** smile and warmly say "hello". Try to find an anchor point to make a conversation connection. If you cannot find an anchor point, it's best not to fake it. Disingenuous conversation or small talk can be a turn off



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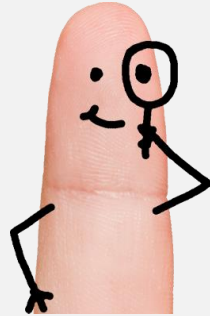
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20. Go the extra mile. When dealing with a customer, do what you can to provide a positive experience. Exceed their expectations. For example:
 - CUSTOMIZER: Insert appropriate specific examples here for your company.
 - CUSTOMIZER Example: Help carry an elderly customer's bags out to their car, or arrange for someone to do this for them.
 - CUSTOMIZER Example: Ask if they have transportation or if they would like you to call a cab.
21. When faced with multiple customers at one time, let them know you will be right with them. If you are helping a customer and have several others waiting, advise them that you will be with them as soon as possible and apologize for the wait time. Avoid coming across as overwhelmed, stressed, or frustrated. Customers will understand if there is a backlog and will be compassionate if you acknowledge their presence.
22. If you tell a customer that you are going to do something, it is not acceptable – under any circumstances – to not follow through. If circumstances change, the customer must be advised.
23. If a customer is disappointed with your answer or with our policies, try to offer them an alternate solution.
24. If you make a mistake, own it. Avoid being defensive or covering your tracks. Honesty is always the best policy and the customer will appreciate it.

Go beyond to fix the error. Depending on the situation, you are welcome to offer the customer CUSTOMIZER: Insert gift or 'free stuff', as appropriate for your company to compensate for an error.
25. If a customer becomes offensive or disrespectful or begins to raise their voice, calmly tell them that you understand their frustration, and that the situation will need to be escalated to another senior member of staff. Do not engage in dialogue with an irate person. We do not expect you to accept any type of bullying or harassment, under any circumstances.

Front Desk & Reception

26. Someone must be present at the front desk at all times to greet visitors.
27. The front desk area must be neat and tidy at all times.
28. At least CUSTOMIZER Example: 10 Company brochures and CUSTOMIZER: Insert appropriate collateral for the front reception area must be available in the waiting area at any given time.
29. At least CUSTOMIZER Example: 5 current magazines must be available in the waiting area at any given time.
30. The self-serve beverage area must be stocked at all times.
31. Even if times are slow or you have finished all your work, it's good practice to find something to do or offer to help co-workers.



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generic calming music or a news feed. Once a month, the on-hold music should be tested to ensure that the volume is appropriate for the phone.

Email

44. Our general email Inbox must be checked every hour.
45. **EVERY** email must be dealt with and responded to within a half day, and absolutely no later than the same business day. All emails in the Inbox must be responded to before closing time.
46. Email folders in the email Inbox must be organized such that any staff member can easily and clearly determine what emails have been dealt with. Only emails that have not been dealt with are to appear in the general Inbox.
47. It is absolutely unacceptable for an email to receive no response.