

Bureau of Human Resources

CULTURE OF CUSTOMER SERVICE

BE RESPONSIVE: voice-mail and e-mail messages will be acknowledged by the next business day.

LET CUSTOMERS KNOW WHERE YOU ARE: use the “out of office” attendant feature on voice-mail and e-mail when you are away from the office for the day.

COMMUNICATE: make personal contact when a discussion is necessary (rather than relying upon email or voice mail).

DEBRIEF THE PROCESS: when an adverse decision must be delivered to a customer or stakeholder, ensure that you provide an opportunity for discussion.

SUPPORT POLICIES, RULES, and DECISIONS: editorial comments, personal opinions, and negative statements are neither professional nor acceptable.

BE KNOWLEDGEABLE AND CLEAR: know your subject matter and communicate expectations clearly. If you don't know, don't guess...research and follow up.