# CUSTOMER SERVICE STANDARDS

## Service. It's our priority and our purpose.

The standards apply to every work unit to ensure that all customers receive consistent service excellence in our day-to-day interactions.

1. **Environment**: Safe, Clean, Organized
2. **Phone**: Answer within 3 rings, greet customers properly, provide correct information
3. **Mail (Email, Voicemail, Correspondence)**: Respond within 2 business days, voicemail and reply standards
4. **Face-to-face Customer Interaction:** Acknowledge customer and offer to help, greet with a smile

These customer service standards were with input from a cross functional staff team and consultant. Primary focus is on Administrative Support Staff, but generally applies across all staff. This list is only a partial summary of the intent and definition of these standards. Staff training of these standards is ongoing and emphasized by leadership.