

CUSTOMER SERVICE

PURPOSE: The expectation of the University is that all employees will provide outstanding customer service to all internal and external customers.

POLICY: Each employee will respond to customer requests in a professional and courteous manner.

DATE APPROVED: JULY 3, 2001

DATE REVISED: SEPTEMBER 1, 2007

PRACTICES & PROCEDURES:

- I. Definition. A customer is considered to be anyone who makes contact with the University in any format, to include but not limited to, faculty, staff, and students.

- II. Customer Service
 - A. All customers seeking information, a service, or a product from an employee of the University will receive excellent customer service.
 - B. It is expected that employees will not make a distinction in service based upon the customer's position or relationship to the University.
 - C. Our customer service goal is to make our best effort in assisting the customer.
 - D. Understanding that immediate answers may not always be available, every effort will be made to direct the customer to the appropriate person or department.

- III. Office Coverage
 - A. Managers will establish and implement schedules that provide basic services during the University's normal business hours or during the published hours or service for that area.
 - B. Managers will plan for additional coverage when customer requests are expected to be especially high.
 - C. When an area has more requests than it can handle at a particular time, employees from other areas of the University may be asked to assist customers as needed.

- III. Telephone Coverage
 - A. The University expects that, whenever possible, all customer calls are answered in person. When this is not possible, voicemail procedures should be followed. (See below.)
 - B. When answering the phone, employees will identify themselves and their department.

IV. Voicemail Coverage

- A. All voicemail greetings will include the department, the employee's name, and another extension that the caller can use to get immediate assistance.
- B. Employees will update their greetings when they are unavailable for an extended period of time: a half-day or longer. The greeting will indicate when the employee will be available, if the employee is checking his/her voicemail, and the name and extension of the person who is covering during the employee's absence.
- C. When the University is closed for a holiday or other reason, employees will update their voicemail to indicate that the University is closed.
- D. All employees are responsible for returning voicemail messages promptly unless unusual circumstances prevent this.

V. Email Coverage

- A. All employees are responsible for returning email messages promptly unless unusual circumstances prevent this.
- B. When an employee is out of the office for an extended period, a half-day or more, an out-of-office message needs to be applied stating estimated return date and the extension number of a department member who can offer assistance.
- C. When the University is closed because of bad weather or other emergency, managers will monitor their email as much as possible.