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.