



# CUSTOMER FIRST

## TELEPHONE



- Phone messages received will be responded to (if requested) in a timely manner - two business days - even if just to acknowledge receipt. An estimate of time to resolve the problem will be given if applicable.
- Calls coming from external sources will be answered with a consistent greeting such as "Hello, Hamilton City Manager's Office, this is Joshua, how may I help you?"
- Employee will take responsibility for providing a solution and/or options to the customer's request.
- Announce the caller to the person receiving the transfer; provide the caller with the name of the person and department they are being transferred to, along with their phone number (if applicable). If the transfer cannot be accomplished (busy, no answer, or that person is unavailable), the employee will reconnect with the caller and ask if they want to leave a voice mail message.
- Voice mail messages will include employee's name, working hours, and an optional phone number for customers to call. If out-of-office for more than one business day, use an alternate voice mail message to provide contact information.
- Thank the customer for calling and ask if further assistance is needed prior to concluding the call.

## WRITTEN CORRESPONDENCE



- Correspondence will always start with a greeting.
- Email signatures will include the name, title, department (or division if applicable) and contact number.
- Activate the e-mail out-of-office assistant when away from the office for an extended period of time. All out-of-office assistant messages will include alternate contact information.
- Acknowledge e-mails and faxes that require a response within two (2) business days.
- Respond to letters within ten (10) business days.
- Correct spelling and grammar will be used, including accurate name and address.
- Provide complete, accurate and precise information regarding inquiries.
- Fax cover sheets will be legible and include name, telephone number, and the name and fax number of the receiver.

## PERSONAL CONTACT



- Respond to customers in a courteous manner, as they deserve to be treated with respect.
- Provide accurate and understandable solutions/options to customer requests or direct the customer to the appropriate person who may have knowledge in the subject matter.
- Maximum wait time without an appointment should be no longer than thirty (30) minutes. If that cannot be accomplished, an appointment will be scheduled for a mutually convenient time.
- Employees will dress in attire that is professional, appropriate and consistent with individual departmental policies.

## MONITORING OUR PROGRESS



- Our executive leadership team will oversee all customer service standards.
- If we do not meet our standards, we will implement an action plan to improve our service.
- We will listen and do all we can to resolve issues.
- For questions and/or concerns, contact City Manager Joshua Smith at 513/785-7002.