



MEMORANDUM

To: Community Relations Committee
From: Communications Coordinator Avis Meade
Date: August 12, 2019
Subject: Adoption of New Customer Service Policy

Customer Service Policy

The Village of Lombard is dedicated to a high level of communication and customer service. To reflect the Village's standards, staff is looking to adopt a new Village-wide customer service policy. The regulations within the proposed policy define the Village's customer service values and will help to foster positive public relations between the Village and community members. Helpful interactions between the Village and its residents and business owners, will help to build trust and will work to improve the Village's already positive reputation.

In developing the attached customer service policy, Village staff considered best practices that have been implemented in customer service industries and

Staff is seeking a recommendation from the Community Relations Committee for Board approval of the new customer service policy.

Once approved, implementation of the policy will include training sessions for staff, which will focus on the importance of everyday interactions with community members, as well as fellow staff-members.

There is no additional cost associated with the implementation of this policy.

Attached is the potential new customer service policy for the committee's review.



VILLAGE OF LOMBARD

ADMINISTRATIVE POLICY MEMORANDUM

SUBJECT: Customer Service Policy

NO.:

Date: August 6, 2019

By: VMO

Revised:

Updated:

Approved: _____

Village Manager

I. Purpose

Customer Service is a top priority of the Village of Lombard. All Village customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

II. Responsibility

All Village personnel or representatives

III. Forms

None

IV. Procedures

COMMUNICATION WITH CUSTOMERS

- i. We will greet our customers in a courteous and professional manner.
- ii. We will listen effectively to our customers' requests and promptly take the necessary actions to assist them. We will keep our customers informed of unexpected delays in service.
- iii. We will inform our customers of normal process time, when they can expect completion, and any delays that may arise in the process.
- iv. Should a request be denied, we will inform the customer of the policy or reason for refusal.
- v. We will touch base with our customers to update them as to where we are in the process.
- vi. We will respond to submitted website/portal questions/requests within 24 hours during normal business hours.
- vii. We will finish our encounters with our customers in a courteous and professional way.

OFFICE MEETINGS WITH CUSTOMERS

- i. We will always keep our offices and workstations clean.
- ii. We will ensure that we are not distracted by other work-related items.
- iii. We will inform the customer of the need to cancel an appointment immediately and promptly reschedule the meeting at a time that is beneficial for the customer.

TELEPHONE ETIQUETTE

- i. When at our desks, we will answer the phone within two rings when not on the other line.
- ii. We will identify ourselves when we answer.
- iii. We will listen to the caller's request and assist the caller accordingly.
- iv. If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will obtain the caller's permission and provide the caller with the name and extension number of the person who will be helping the caller.
- v. We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function.
- vi. We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.
- vii. We will notify our customers that someone is unavailable by saying, "He/She is unavailable. Is this an urgent issue or may I take a message?"

VOICEMAIL

- i. We will respond to voice mails within 24 hours during normal business hours.
- ii. We will update our voice mail greeting, advising callers when we will be out of the office for an extended period of time (1/2 day or longer), informing callers of when we will return and who they may contact with questions (if applicable).

E-MAIL

- i. We will respond to e-mails within 24 hours during normal business hours.
- ii. We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and indicate a contact person (if applicable).

GENERAL

- i. We will make our goal to exceed the expectations of all our customers.
- ii. We will work to anticipate the needs of those we serve by proactively working to meet their needs.
- iii. We will hold ourselves and each other accountable for our service commitment.
- iv. We will be conscious of our communication style (ie; audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner.
- v. We will make a conscious effort to compliment coworkers when their actions comply with these standards.

V. Legislation/Documentation
None