**City of Madison Engineering Operations Customer Service Policy**

**Goal** Provide exceptional customer service to change the way people view government –we really are here to help!

**General**

* We will be considerate, cooperative and helpful to every customer to assure exceptional customer service.
* We will be conscious of our communication style (i.e. audible voice, eye contact when speaking to someone, tone of voice, etc.) and communicate in a professional manner.
* We will greet all customers in a courteous and professional manner.
* We will listen to customer’s request without interruption and promptly take the necessary actions to assist them.
* We will *NEVER* tell a customer “that’s not our job”. We will *ALWAYS* find out whose job it is and put the customer in direct contact with the person who can respond to their problem or concern.
* We will inform customers of normal process time, when they can expect completion and any delays that may arise in the process.
* We will provide our name and direct line so customer can contact us directly for follow up or questions during resolution.
* We will keep customers informed of unexpected delays in service.
* We will respond to all questions/requests within 24 business hours.
* We will hold ourselves and each other accountable for our service commitment.

**Telephone Etiquette**

* We will answer our assigned line within two ring**s.**
* We will identify ourselves when we answer the phone.
* We will listen to the caller’s request without interruption.
* We will assist the caller accordingly.
* 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.
* 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.
* Prior to transferring a customer we will verify that the person to whom we are transferring the customer is available.
* 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?”
* 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.

**Voice Mail**

* We will respond to voice mails within 24 hours during normal business hours.
* We will forward our calls or update our [voice mail greeting](http://smartchurchmanagement.com/example-church-voicemail/), advising callers when we will be out of the office for an extended period of time (full day or longer), informing callers of when we will return and who they may contact with questions (if applicable).

**E-mail**

* We will respond to e-mails within 24 hours during normal business hours.
* 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).