

Customer Service Protocol

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Applicable Legislation	Local Government Act, 1999

Customer Service Standards

Person to Person Standards

- Greet with a smile.
- Acknowledge customers as they enter the reception area and awaiting customers.
- Project positive attitude.
- Project positive body language and use eye contact.
- Listen and acknowledge customer requirements.
- Provide an accurate response.
- If you don't know, say you are unsure and advise you will ask someone who does.
- If you are responsible for the commitment, adhere to it.
- Be prompt with counter service.
- Respect confidentiality and be discreet where appropriate.
- Ensure the customer is kept informed of the progress of their request.
- If an unscheduled enquiry is prolonged, suggest an appointment be made.
- Each department to ensure that staff are on hand with expertise to either deal with customer inquiries of any type or to refer the matter to the correct officer.
- Thank customers where appropriate.

Presentation Standards

- Corporate uniform (preferred) or appropriate clothing for the position to be worn adhering to all WHS regulations
- Neat and tidy appearance at all times
- Work areas to be WHS compliant
- Ensure vehicles, work areas and public access areas are kept clean & presentable
- Drive vehicles with due care and courtesy
- Appointment times to be met and if delayed advise reception of the person with whom appointment is scheduled.
- All signage and branding to be consistent and in line with corporate image and Australian Standards

- All works vehicles to be badged

Telephone Standards (Including mobile phones)

- All land line phone calls will be answered within 4 rings by Customer Service Staff and within 8 rings by any available member of staff
- Have a smile in your voice
- Greeting, organisation, name
- All voice mail messages to include greeting, organisation, name
- Ask questions to identify the essence of the inquiry to ensure call is diverted to the correct person
- Messages to be returned same day if possible if not, then within 24hours
- All messages to be emailed
- If person unavailable "He/she is not available" – don't elaborate
- Keep caller on hold informed at suitable intervals
- When you transfer the call transfer the content. The caller recipient is to acknowledge the content to the caller.
- Officers with council issued mobile phones must ensure that they carry them at all times
- Acknowledge the caller by name at appropriate intervals throughout the call
- With complex queries, the customer is to be directly transferred to the *correct* officer

Work Area

- Work environment to be kept clean & tidy complying with all WHS requirements
- Public spaces to have a professional presentation including all vehicles and machinery
- Respect privacy and confidentiality
- All signage to comply with WHS requirements and Australian Standards
- All equipment and small plant is to be returned to designated areas ready for reuse

Written Communication

- All letters requiring a response are to be acknowledged upon receipt
- Confidential employee correspondence to be distributed in envelopes
- Diaries to be issued to all staff to record all work actions
- Use "with compliments" slips when sending council information
- All staff are to use endorsed proformas for written correspondence

Communication

External service:

- Approval to issue newsletters/info sheets needs to be sought from the CEO
- Easy listening radio station to be chosen for hold music.
- Correspondent should be kept informed of the progress of matters that are not resolved quickly. Fortnightly verbal/written updates to be provided by the person dealing with the issue.

- When working outside a residence, where practical the occupant to be informed. All major works ie construction or maintenance will be notified by written communication by works Dept (at least a week in advance) with door knock on day of commencement.
- Website information to be updated at least monthly.
- Speak courteously to one another
- Clarify expectations of all parties when communicating

Internal Service:

- Ensure fellow staff members are aware of your whereabouts at all times
ie Must use TW@C on Outlook
- Weekly staff meetings or as otherwise arranged by direct supervisors
- Speak courteously to one another
- Encourage a culture of positive reinforcement at all levels to foster mutual respect
- Share ideas
- Team leaders to meet regularly with members
- Pass on requests from residents via works request forms
- Clarify expectations of all parties when communicating
- Maintain openness and honesty without compromising confidentiality
- Create and maintain procedures manual for each position

Punctuality

- Appointment times to be met and if delayed advise
- Adhere to start and finish times for meetings
- Adhere to the duration of break times as documented in the appropriate award
- Respect others' time

Performance

- Do what we say we will
- Be mindful of cost efficiencies
- Provide timely and accurate response
- Work towards achieving mutually agreed goals
- Responsible Officer to provide a competent replacement when on leave to maintain the continuum of critical service.
- Demonstrate flexibility, efficiency, accuracy, organization, leadership and time management
- Ensure council and Australian standards are upheld
- Complete tasks before progressing if possible

Surveying

- Periodical surveys to be used as required by each team.