

PROCEDURES OF CUSTOMER SERVICE

Alamogordo Public Schools

Courtesy and Respect

- ◆ Everyone will be treated with respect and dignity.
- ◆ Each staff member will be courteous during all customer interactions.
- ◆ Each staff member will maintain confidentiality and privacy.
- ◆ Each staff member will display positive perspective.



Responsiveness

- ◆ Responses will be timely. Each staff member will return phone calls and e-mails within one business day. If a response cannot be provided in the allotted time, the customer will be given an estimated time of response.
- ◆ Each staff member will personally assume the responsibility of assisting the customer or directing the customer to the appropriate person.

Communication

- ◆ Each staff member will acknowledge and greet customers upon their entrance into district facilities.
- ◆ Each staff member will answer the telephone within three rings, and in a friendly and helpful manner, using the name of the facility and the staff member's name.
- ◆ Each staff member will ensure that information provided to customers is accurate and consistent, even if it requires a call back.
- ◆ Each staff member will utilize active listening techniques in all customer interactions.
- ◆ When a staff member is out of the office for more than one business day, voicemail and e-mail features will be used to provide information regarding their return and message options for the customer.

Environment

- ◆ Each staff member is responsible for creating an inviting, family-friendly environment in all district facilities.
- ◆ Staff members should wear their identification badges at all times unless otherwise approved by their supervisor.
- ◆ All facilities will be easy to navigate and signage will be visible and understandable.
- ◆ All facilities will post their office hours.
- ◆ All signage will be posted in a positive manner or tone.
- ◆ All communications will be updated regularly.