

- ✓ Courtesy and Respect
- ✓ Communication
- ✓ Responsiveness
- ✓ Environment



From Good
to Great:
Building a Legacy

Osceola School District's Customer Service Standards and Guidelines

Courtesy and Respect

- All customers will be treated with respect and dignity.
- Each staff member will be courteous and helpful during all customer interactions.
- Each staff member will maintain the customer's confidentiality and privacy.
- Each staff member will communicate in a friendly and professional manner.

Communication

- Staff members will acknowledge and greet customers immediately upon their entrance into district schools or facilities.
- School telephones will be answered by staff (not machines) during school hours.
- Each staff member will answer the telephone within three rings if possible, and in a friendly and helpful manner using the name of the school/facility and the staff member's name. For example, *"Thank you for calling (SCHOOL NAME). My name is (NAME). How may I be of help?"*
- Each staff member will ensure that information provided to customers is accurate and consistent, even if it requires a call back or an email follow-up.
- 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 email features will be activated to provide message options and information regarding the employee's return. For example: *Thank you for your message/call, I am out of the office until (DATE), and will respond upon my return. If you need immediate assistance, please contact (NAME) at (NUMBER).*
- All communications will be updated regularly to ensure accurate information is being provided.
- All email is public; therefore, responses will be delivered in a prompt, polite, and professional fashion to include proofreading of message and use of discretion when forwarding emails.

Responsiveness

- Each staff member will personally assume the responsibility of assisting or directing all customers to the appropriate person or department.
- Responses will be timely. Each staff member will return phone calls, emails messages, and written requests within a 24-hour period. If a response cannot be provided in the allotted time, the customer will be notified and given an estimated time of response.
- If the staff member notices that the customer speaks a language other than English, a bilingual staff member will be located if possible and asked to assist the customer.

Environment

- Each staff member is responsible for creating an inviting, family-friendly environment in all district schools, departments, and facilities.
- Staff members should wear their identification badges at all times, and be professionally dressed in appropriate attire for their job.
- Signage at all district schools and facilities will be welcoming and clearly direct visitors to the main office.
- All facilities will post their office hours.

