

Haysville USD 261 Customer Service Standards

The success of any organization is founded on its service to its customers. Every person in the Haysville School District organization is essential to providing excellent customer service.

As a professional learning community, USD 261 provides customer service training for employees and has the following customer service expectations for all employees:

- All customers will be treated with respect and dignity
- All staff members will communicate from a positive perspective
- Each staff member will assume personal responsibility for assisting the customer or directing them to the appropriate person
- Fellow employees will be regarded as customers and given the same excellent customer service

USD 261 Customer Service Guidelines for Frontline Representatives

- Staff members will acknowledge and greet customers upon their entrance into district facilities
- Staff members will answer the telephone within four rings in a friendly manner identifying the name of the facility and staff member
- Staff members will provide information that is accurate and consistent, even if it requires getting back to the customer
- Staff members will actively listen and be responsive to customer concerns and needs
- Staff members will respond in a timely manner, if possible within 24 hours. If a response cannot be provided in the allotted time, the customer will be notified and given an estimated time of response
- When a staff member is out of the office for more than one business day, voicemail and email features will be used to provide information regarding their return and message options for the customer