

# SERVICE EXCELLENCE STANDARDS

*"Service excellence starts with me"*

## TELEPHONE

Return phone calls by the end of the next business day (48 hrs). If you can't give a full response, let them know when you will.

Will you be out of the office for more than one (1) business day? Don't forget to set your out-of-office voice mail greeting.

### Daily/Weekly Greeting

Hello, you have reached the voice mail for, name, title, County of Oxford. I am currently on the phone or away from my desk, please leave a detailed message, and I will return your call as soon as possible. If you require immediate assistance please press zero to be re-directed to name, title.

### Absence Greeting (in meetings)

Hello, you have reached the voice mail for, name, title, County of Oxford, on date, I am currently in meetings, I will be checking my voice mail throughout the day, please leave a detailed message, and I will return your call as soon as possible. If you require immediate assistance please press zero to be re-directed to name, title.

### Absence Greeting (vacation/conferences)

Hello, you have reached the voice mail for, name, title, County of Oxford, on date, I am out of the office from date to date, please leave a detailed message, and I will return your call on date when I return. If you require immediate assistance please press zero to be redirected to name, title.

## IN WRITING

A response to written correspondence is given within five (5) business days, unless otherwise required by law or other reason.

If a response to written correspondence cannot be completed within five (5) business days, an acknowledgment is provided within two (2) business days by email, voice mail/telephone or mail, including the expected time for a full response.

Written correspondence that has to be dealt with by another department will be directed accordingly within two (2) business days.

## EMAIL

Respond to emails by the end of the next business day. If you can't provide a full response, let them know when you will.

Out of the office for more than one (1) business day? Don't forget to set your out-of-office email notice. If you're checking email remotely, it's not necessary to set the out-of-office notification.

Sample email signature:

### JOHN SMITH

Manager, Woodingford Lodge  
519.539.9800, ext. 1111 | 1.800.111.1111 | mobile 519.111.1111  
[www.oxfordcounty.ca](http://www.oxfordcounty.ca)

This e-mail communication is CONFIDENTIAL AND LEGALLY PRIVILEGED. If you are not the intended recipient, use or disclosure of the contents or attachment(s) is strictly prohibited. If you have received this communication in error, please notify the author by return e-mail and delete this message and any copy of it immediately. Thank you.

 Think about our environment. Print only if necessary.

Abbreviated email signatures may be used to forward and reply to email.

Employees are not to use any type of background template for their email. Email should be the standard white and graphic free background. Standard corporate font is Arial, 11 point.

## STARTS WITH ME

- Listen attentively
- Treat others with respect
- Be courteous, knowledgeable and fair
- Respond in a timely and efficient manner
- Encourage customers to provide feedback
- Ensure accessible services for all citizens
- Respect customer privacy and confidentiality
- Provide accurate, reliable and high quality information
- Follow through to ensure the customers needs have been met in a satisfactory manner

## IN PERSON

Acknowledge the presence of customers waiting to be served and let them know they will be assisted as soon as possible. When staff are responsible for handling both walk-in customers and responding to the telephone, walk-in customers should be responded to first, then telephone inquires as soon as possible, second.

## CONTACT

For more information, please visit: [oxfordcounty.ca/serviceexcellence](http://oxfordcounty.ca/serviceexcellence) or email [customerservice@oxfordcounty.ca](mailto:customerservice@oxfordcounty.ca)