



University of Plymouth - Research & Innovation

Customer Service Standards

The University's 2030 vision and mission includes a set of core principles that includes a commitment to ***“striving for the highest quality in everything we do”***.

In line with this principle we are committed to ensuring the highest quality in customer service as follows:

General

- Base our services on the needs of our users.
- We will recognise and feedback on excellent customer service.
- We will train and develop our staff so that users receive a high quality service.
- Listen to the suggestions, comments and complaints of users and act upon them, where appropriate.
- Continually look for ways to improve the services we offer, particularly through new technology.
- Commit to regular reviews of our service in the spirit of continuous improvement.
- We will work to anticipate the needs of those we serve by proactively working to meet their needs.
- We will hold ourselves and each other accountable for our service commitment.
- We will be conscious of our communication style (*i.e.* audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner.
- Be approachable, courteous and helpful to our users.
- Publicise our services and any changes or developments as widely as possible.

External Customers

- We will greet our customers in a courteous and professional manner.
- We will listen effectively to our customers' requests and promptly take the necessary actions to assist them. We will keep our customers informed of unexpected delays in service.
- We will inform our customers of normal process time, when they can expect completion and any delays that may arise in the process.
- We will touch base with our customers to update them as to where we are in the process
- We will respond to website questions/requests within 48 hours during normal business hours.
- We will respond to applicants (employee/volunteer) within 48 hours of normal process time to let them know when they can expect completion and any delays that may arise in the process.
- We will finish our encounters with our customers in a courteous and professional way.



Internal Colleagues

- We will interact with each other in a courteous and professional manner.
- We will inform our internal customers of normal process time, when they can expect completion and any delays that may arise in the process.
- We will touch base with our internal customers daily, either by e-mail or phone, to update them as to where we are in the process.
- We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed-upon solutions.
- We will be considerate, cooperative, and helpful to every staff member to assure quality services.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behaviour.

Voice Mail

- We will respond to voice mails within 48 hours during normal business hours.
- We will update our voice mail greeting, advising callers when we will be out of the office for an extended period of time (1/2 day or longer), informing callers of when we will return and who they may contact with questions (if applicable).

E-mail

- We will respond to e-mails within 48 hours during normal business hours.
- We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and indicate a contact person (if applicable).

I have read and understand the above Service Standards. I also understand that it is my responsibility to comply with the standards.

Employee Signature: _____ Date: _____