

Town of Natick

Customer Service Policy

1 Policy Statement:

- 1.1** It is the commitment of Town Administration that ALL municipal employees will strive to provide Exceptional Customer Service to both *Internal and External* customers that we serve.

2 Policy Objective:

- 2.1** Raise awareness of the necessity and importance of achieving Customer Service Excellence as part of the day to day operations of the Town of Natick.
- 2.2** Ensure interaction and communications with ALL customers is prompt, respectful, friendly, sincere, and sensitive to the customer's concerns with a goal of satisfying their needs.
- 2.3** Enhance response time to Customers at Department windows by physically getting up and approaching the window with a smile, professional appearance, and sincere greeting.
- 2.4** LISTEN to what is being asked, show "you care" and respond appropriately, or refer to someone who can respond appropriately, by stating I am referring you to someone who can *better address your needs*.
- 2.5** Ensure consistent professional customer service standards are applied by all employees.
- 2.6** Administration is committed to exceptional customer service and will implement a quarterly rewards program to support said commitment.

3 Definitions

- 3.1** Internal Customer: Employees and Elected representatives of Natick.

3.2 External Customer: Residents, visitors, businesses, vendors, other Federal, State, Municipal representatives, or member of the general public.

3.3 Customer Service Excellence: Striving to provide superior customer service as defined in the policy objective above

3.4 Reward Performance: Quarterly, Administration will review comment cards/ letters submitted by colleagues/ Department Heads/ members of the General Public who have nominated someone for above and beyond service.

4 Roles and Responsibilities:

4.1 All Natick Municipal employees are responsible for understanding and adhering to this policy.

4.2 Managers are responsible for ensuring that all employees are advised of and understand the terms of this Customer Service Policy and for ensuring employees' compliance with this policy.

5 Questions:

5.1 If you have any questions regarding this policy, please contact the Director of Human Resources at 508-647-6471.

5.2 For more information, please visit the Town of Natick's Human Resources website <http://natickma.gov/250/Human-Resources>

THE TOWN RESERVES THE RIGHT TO AMEND ANY OR ALL PARTS OF THIS
POLICY AT ANY TIME.

Policy approved by Personnel Board and Town Administrator

Policy Effective Date: August 18, 2015

