Facilities
Customer Service Training
July 31, 2014

Facilitated by: Business Operations
Agenda:

Welcome/Intro: Belinda Dovalina

Overview (definition, categories, types): David Oliver

Processes: Victoria O’Connor

Q&A: All
“Any expression of dissatisfaction either oral or written (whether justified or not) from or on behalf of an eligible complainant about the provision of, or failure to provide a service.”
Customer concerns fall into one of the three following categories:

1. **Performance (P)**
   The customer is dissatisfied about some specific Facilities related performance. This could be a Work Order (WO) not completed properly, poor quality, poor customer service, overcharge, work not done timely, etc.

2. **Report a Problem (RAP)**
   Customer reporting a facilities defect of some sort such as lights out, malfunctioning doors, hot/cold calls, leaks, etc.

3. **Request for Information (RFI)**
   Customer wants information about some aspect of Facilities such as itemized charges to a WO, listing of services, when is a WO scheduled, etc.
Customer Concern: Type

The following are the urgency types and response times that we will use to classify calls (corresponds to the nomenclature/terminology that is used in TMA):

- **Emergency**
  - Injuries have occurred or damage to property is occurring (someone slipped and fell on a wet floor, leaks, etc.)
  - **Response** Immediate. Appropriate personnel are contacted and respond immediately to mitigate issues 24/7

- **Urgent**
  - Potential injury or damage to property will occur or significant disruption of the mission of the University is occurring (breakers out, HVAC down, hot/cold calls, etc.)
  - **Response** Within one hour or faster. Only mission critical items are prioritized above this such as emergency calls

- **Necessary**
  - Comfort calls (lights burned out)
  - **Response** Same day of call unless it is late in the day in which case response is first thing the next work day
Customer Services Concern Response Process

- **Concern**
  - Customer email
  - Facilities website & CS email
  - Customer call
  - Customer call/email: W/C
  - Customer call/email: other Facilities Depts.
  - Email personal contact information to Customer Service Center

- **Review concern to determine action needed.**
  - Forward CC Form to AVPF (Weekly C/S Update)

- **Assign tracking number & create file**
  - Site visit if required or requested

- **Email concern to action dept.: Dept. will submit action plan/resolution to Customer Service Center**
  - Contact customer follow-up

- **Close CC file**
  - Complete CC Form

---

CS &CC Form: Customer Services & Customer Concern Form
W/O & W/C: Work Order & Work Control
Acknowledgement: Let customer know that complaint has been received and is being addressed

Updated: April 15, 2014
Departmental Customer Concern Process

CS emails concern info to appropriate action dept

Dept checks for existing W/O

Dept contacts customer for acknowledgement; additional info; schedule site-visit

Dept emails action plan/resolution info to CS for closeout

Dept implements action plan/resolution and creates W/O (as needed)

Dept contacts customer with action plan/resolution

CS: Customer Services
Dept: Facilities department taking corrective action
W/O: Work Order
Acknowledgement: Let customer know that concern has been received and is being addressed

Updated: April 15, 2014
Email is an essential tool in providing excellent customer service. It can be used to ask questions, provide feedback and troubleshoot problems.

Below are a few simple rules for composing emails and corresponding with customers:

- Keep messages brief, to the point and easy to read
- Remember that e-mail is not private
- If you are forwarding a message do not change the wording
- Do not forward information that is intended for internal use only
• Do not use email to discuss confidential information

• Do not forward anything without editing

• Be sure to edit or remove any part of the email that is no longer necessary to the ongoing conversation

• Review your response carefully before sending