Facilities
Customer Service Training
July 31, 2014

Facilitated by: Business Operations
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**
  - Review concern to determine action needed.

- **Assign tracking number & create file**
  - Forward CC Form to AVPF (Weekly C/S Update)

- **Site visit if required or requested**
  - 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**
  - Contact customer follow-up

- **Complete CC Form**
  - Complete CC Form

- **Close CC file**
  - Close CC file

---

**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 implements action plan/resolution and creates W/O (as needed)**
- **Dept contacts customer for acknowledgement; additional info; schedule site-visit**
- **Dept contacts customer with action plan/resolution**
- **Dept emails action plan/resolution info to CS for closeout**
- **CS emails concern info to appropriate action dept**

**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
Q & A

quick service
helpful staff
time
fast
friendly
information
needed
quickly
help
problem
polite
mm