

## Customer Service Standards Survey

### Attitude-Be Positive

- Every customer will be greeted with a smile and a warm, friendly attitude.
- We will foster diverse and welcoming environment in all District facilities.
- We will answer phone calls in a friendly and helpful manner.
- We will build positive relationships with all customers.

### Behavior- Be Mindful

- We will be courteous and respectful during our interactions with you.
- If we are serving another customer, we will ask you to please wait until we are finished addressing the needs of the person ahead of you.
- We will maintain confidentiality and privacy of our students and their families
- We will attempt to provide a bilingual staff member to assist you if you speak a language other than English

### Communication- Be Responsive

- We will provide options for immediate assistance when a staff member is out of the office for more than one business day.
- We will return phone calls and emails within two to three business days and keep you informed of the progress of your request until your needs have been met.
- We will communicate with you in variety of ways to meet the needs of our customers.
- We will communicate in an open, courteous and respectful manner