

CORPORATE POLICY

SUBJECT: Customer Service

CATEGORY: Human Resources

ORIGINAL DATE: January 19, 2012

REVIEWED DATE: March 12, 2018

REVISION DATE: March 28, 2018

I. POLICY:

It is the policy of the Lake County Health Department and Community Health Center (LCHD/CHC) to be service-oriented and require all employees to treat internal and external customers in a courteous and respectful manner at all times. This manner will be exhibited toward all patients regardless of race, color, sex, national origin, disability, religion, age, or sexual orientation. Employees are to represent the agency in a positive manner, promote a positive environment, and demonstrate an appreciation for the customers we serve.

Exhibit an understanding that we each have a responsibility to the agency and to each other to provide effective customer service to clients, vendors, community members, visitors, and staff members to ensure a respectful image.

II. SCOPE:

All Lake County Health Department and Community Health Center employees.

III. PROCEDURE:

- A. Prompt, efficient, and courteous customer service to anticipate and fill the customer's needs. Exhibit and represent the agency's Organizational Values with or without customers in your presence.
- B. Maintain a professional attitude by conveying a positive, approachable and friendly customer-focused atmosphere at all times. Greet each customer with a smile and exhibit a helpful attitude.
- C. Remain polite and respectful when dealing with a customer complaint. Utilize effective conflict resolution skills (self-control) to assess the situation, address the complaint appropriately, and respond promptly. Make appropriate decisions within the scope of your position when responding to a customer complaint. Refer the customer and/or complaint to management, as appropriate, for resolution. Make suggestions to improve customer service and to avoid future customer complaints. Offer apologies, if appropriate.
- D. Present yourself with a professional appearance by adhering to dress code. Wear your LCHD/CHC ID badge in a prominent, easily visible location and introduce yourself by name to each customer you are in contact with and maintain eye contact.
- E. Consistently demonstrate effective and courteous customer-oriented communication through verbal and non-verbal language.
- F. Electronic communication etiquette requires the appropriate use of telephone, e-mail, and social networking sites respectfully. All electronic communications can be monitored to ensure effective customer service processes are followed. Engaging in respectful communications on all internal and external communications is required by all staff.

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- G. Exhibit pride by supporting your internal customers (co-workers and management team) and external customers (clients, visitors, vendors, and the community) representing the agency's organizational values. Valuing the individuality and the need of each customer by demonstrating a sense of ownership and being accountable creates a culture of positive and successful customer service.
- H. To provide exceptional customer service, the employees of this agency will maintain position-related competencies to educate customers appropriately and anticipate their needs.
- I. Customer service training, evaluation, and feedback will be provided to all employees. It is the responsibility of each employee to attend training, seek out resources, and engage in constructive dialog with their management team and each other to assure exceptional customer service is provided.

IV. REFERENCES:

None

V. AUTHORS/REVIEWERS:

Designated Review Team, Corporate Policy and Procedure Committee, Executive Team, and Lake County Board of Health Personnel Committee

VI. APPROVALS:

Lake County Board of Health President

Signature: _____ Date: _____