

## **CORPORATE POLICY**

**SUBJECT: Customer Service**

**CATEGORY: Human Resources**

**ORIGINAL DATE: January 19, 2012**

**REVIEWED DATE: April 22, 2019**

**REVISION DATE: July 12, 2019**

### **I. POLICY:**

The Lake County Health Department and Community Health Center (LCHD/CHC) is service-oriented and requires all employees to treat internal and external customers in a courteous and respectful manner. This manner will be exhibited toward all customers regardless of race, color, sex, gender, gender identity, national origin, disability, religion, age, or sexual orientation. Employees are to represent the agency in a constructive manner, promote a positive environment, and demonstrate an appreciation for the customers we serve. Valuing the individuality and the needs of each customer by demonstrating a sense of ownership and being accountable creates a culture of positive and successful customer service.

LCHD/CHC employees 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. Provide prompt, efficient, and courteous customer service that anticipates and fulfills 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. Greet each customer with a smile and exhibit a helpful attitude.
- C. Remain polite and respectful when addressing 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 policy. 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 means.
- F. Electronic communication etiquette requires the appropriate and respectful use of telephone, e-mail, and social networking sites. All electronic communications can be monitored to ensure effective customer service processes are followed. Engaging in respectful 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) by representing the agency's organizational values.
- H. To provide exceptional customer service, the employees of this agency will maintain position-related competencies to educate customers appropriately and anticipate their needs.

**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: \_\_\_\_\_