



Town of Natick

Customer Service Policy

1 Policy Statement:

- 1.1 It is the commitment of Town Administration that ALL municipal employees will strive to provide Exceptional Customer Service to both *Internal and External* customers that we serve.

2 Policy Objective:

- 2.1 Raise awareness of the necessity and importance of achieving Customer Service Excellence as part of the day to day operations of the Town of Natick.
- 2.2 Ensure interaction and communications with ALL customers is prompt, respectful, friendly, sincere, and sensitive to the customer's concerns with a goal of satisfying their needs.
- 2.3 Enhance response time to Customers at Department windows by physically getting up and approaching the window with a smile, professional appearance, and sincere greeting.
- 2.4 LISTEN to what is being asked, show "you care" and respond appropriately, or refer to someone who can respond appropriately, by stating I am referring you to someone who can *better address your needs*.
- 2.5 Ensure consistent professional customer service standards are applied by all employees.
- 2.6 Administration is committed to exceptional customer service and will implement a quarterly rewards program to support said commitment.

3 Definitions

- 3.1 Internal Customer: Employees and Elected representatives of Natick.

- 3.2 External Customer: Residents, visitors, businesses, vendors, other Federal, State, Municipal representatives, or member of the general public.
- 3.3 Customer Service Excellence: Striving to provide superior customer service as defined in the policy objective above
- 3.4 Reward Performance: Quarterly, Administration will review comment cards/ letters submitted by colleagues/ Department Heads/ members of the General Public who have nominated someone for above and beyond service.

4 Roles and Responsibilities:

- 4.1 All Natick Municipal employees are responsible for understanding and adhering to this policy.
- 4.2 Managers are responsible for ensuring that all employees are advised of and understand the terms of this Customer Service Policy and for ensuring employees' compliance with this policy.

5 Questions:

- 5.1 If you have any questions regarding this policy, please contact the Director of Human Resources at 508-647-6471.
- 5.2 For more information, please visit the Town of Natick's Human Resources website <http://natickma.gov/250/Human-Resources>

THE TOWN RESERVES THE RIGHT TO AMEND ANY OR ALL PARTS OF THIS POLICY AT ANY TIME.

Policy approved by Personnel Board and Town Administrator

Policy Effective Date: August 18, 2015