

<p>TOWNSHIP OF VERONA COUNTY OF ESSEX, NEW JERSEY</p>  <p><i>POLICIES AND PROCEDURES</i></p>	Policy Title:	Customer Service, Telephone and Counter Etiquette
	Policy Reference No:	8-5
	Release Date:	16-December-2020
	Approved By:	Matthew Cavallo, Township Manager
	Authority:	§ 36-1 (C)
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	Applicability:	All Employees

Many Township employees "meet" the public on the telephone and in person each working day. When the telephone rings or someone stops in for assistance, the person should be helped promptly and courteously. If any employee is required to use the telephone as part of his or her job, here are guidelines to be observed:

- Be certain that someone is always in the office to answer the telephone during the business hours.
- Answer promptly.
- Identify the office name and your name.
- Speak directly into the telephone,
- Speak pleasantly.
- Keep calls as brief as possible.
- Hang up receiver gently.
- Always be courteous.
- Make written notes of conversation if necessary.
- Return voicemail messages within 24 hours of receipt of the call when not out on vacation, leave or sick.

If an employee is required to assist the public in person, here are guidelines to be observed:

- Respond to questions with helpful, factual information.
- All dialogue with the public is to be respectful.
- When customers from the public do not return the respect, employees must refrain from a negative response and continue to be as helpful as possible.

In deteriorating circumstances, the employee is to immediately notify their supervisor, Department Director or the Township Manager. The Department Director or Township Manager may get the Township Police involved in situations deemed dangerous to the safety of employees or the public. In emergency situations, the employee may contact the Township Police directly and notify their Department Director and/or the Township Manager. Whenever the Township Police become involved, the Township Manager shall be immediately notified. Township staff members shall not be required to tolerate abusive behavior from members of the public or other Township staff.

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Page	2 of 2

What is Customer Service and what is expected?

The Customer Service Guidebook is provided to employees with the Township's customer service mission statement and customer service code of conduct that all employees are expected to follow. If an employee does not have a copy of this guidebook, one is available at the Township Manager's Office.

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