Platinum Customer Service Objectives

One-On-One (in person or phone)

- Give the customer your full attention.
- Greet all customers in a polite and courteous manner. Be mindful of communication style, tone of voice and eye contact.
- Treat customers and each other with respect and hold each other accountable for appropriate behavior.
- Make every effort to find the answer if it is not immediately known.
- Give the customer the most accurate information possible.
- Notify customers of any delays that may arise.
- Strive to resolve issues with other coworkers or departments in a constructive and professional manner.

Department

- Be the “go to” department when others have questions or need guidance.
- Own the issue if it is in your area of responsibility. If it is not, professionally redirect the person to the appropriate area.
- Provide back-up for departmental coworkers when someone is out of the office (handle the person’s responsibilities to the best of your ability).
- Process completed purchase requests within two business days.
- Have at least one person in the office during working hours.
- Review Purchasing web site quarterly to ensure information is current and accurate.

Phone/Email

- Return phone calls and emails within 24 working hours in courteous manner.
- Answer phone of other staff member(s) if he/she is busy or away.
- Use “Out of Office” email notification when away from the office for extended period of time, noting your expected return date and alternate contact person.
- Project a positive attitude to all callers and use the standard phone greeting…”Purchasing, this is “your name”. Be mindful of communication style and tone of voice.