



## **Customer Service Standards Policy**

### **Intent**

Town of Thorsby is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, the company will strive to ensure that our products, services, and facilities are accessible.

Employees shall uphold the company's values and act in accordance with the behaviours outlined in the guidelines below.

### **Guidelines**

At Town of Thorsby, all employees will receive training on accessible customer service and how to appropriately interact with people. Employees will:

- Greet customers in a friendly manner, and provide them with quality service each and every visit;
- Provide knowledgeable service to customers;
- Treat customers fairly, with respect and dignity;
- Treat customers with patience and understanding;
- Respect customer privacy and handle confidential information appropriately;
- Take responsibility and be accountable for the accuracy and quality of work; and
- Act with integrity at all times.

Town of Thorsby will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity. The company will:

- Provide copies of our customer service standards policy upon request, and ensure that the format is accessible for the customer.
- Ensure that our products and services are accessible, and meet a consistently high standard of quality.
- Ensure that customers can access appropriate feedback mechanisms and can contact the company regarding concerns. Customer feedback will be carefully considered, and Town of Thorsby will work to address comments, suggestions, and concerns. The company will appropriately acknowledge the receipt of feedback.
- Only collect and use customer information in a lawful manner that protects the privacy of our customers and complies applicable privacy legislation.
- Ensure that our facilities, products, and services are accessible to persons with a disability. We will meet or exceed all applicable legislation regarding the provision of customer service.
- Ensure all staff members provide professional, polite, and helpful service, while ensuring that all interactions are conducted with integrity, discretion, and respect.
- Provide all staff with appropriate customer service training to ensure the consistent delivery of exceptional service.

### Acknowledgement and Agreement

I, \_\_\_\_\_ (Employee Name), acknowledge that I have read and understand the Customer Service Standards Policy of Town of Thorsby.

I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy.

I understand that if I violate the rules set forth by this policy, I may face disciplinary action up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_