Problem:

Customer Services, Quick resolution of problems identified through incoming phone calls

Potential Solutions:

1. Organizational Chart- to help front desk route phone calls appropriately.
2. Protocol for telling people if they don’t get an answer and they want to talk with a person instead of or in addition to leaving a message, to please call back
3. Call down list. Who has responsibility to take calls and problem solve if the primary contact is not in or available.
4. Keep a log for a short period of time (2 to 6 weeks) to identify what kind of calls are coming in, how they are routed, and what are the results (e.g. specifically, did the person call back for further assistance)

Phone call log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Caller | Phone # (get from caller id) | Issue | Disposition of Call  (where it was sent) | Outcome/Results of call |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Sample Receiving

Colleen 801-965-2533

Data collection on results of parking spots

-photo

-notify customers

-short survey, something like:

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SAMPLE RECEIVING CUSTOMER SERVICE SURVEY

Please participate in this short customer service survey.

1. Where did you park today?
2. We have recently made additional parking available for short term sample drop –off.

Were you able to park in a short –term sample drop off stall? Y N

1. If no, were they both full?
2. Do you have any comments you would like to share with us about sample receiving?

We value your business. Thank you for providing us with your input.

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* Print on bright paper like yellow or green
* Hand it to them when they come in to drop something off
* Politely ask them if they will take a minute to provide some feedback.
* Thank them for their time if they say yes or no.
* Keep a count of how many people say yes or no to taking the survey
* Collect the surveys (maybe in a box like a suggestion box) that says something like “Place Surveys Here” to protect their anonymity.
* Give surveys to Nancy at the end of the day or the end of the week to review and tally.
* Nancy will share summarized information with Sample Receiving Manager