

## **Customer Service Standards Policy**

### **Purpose**

The Commission is committed to providing the highest level of service to its customers at all times. In furtherance of the mission of the Commission and in accordance with R.C. 121.91, the Commission has established the following customer service standards.

### **Definitions**

A customer is defined as any individual who contacts or appears before the Commission, including:

- The citizens of Ohio
- Liquor permit holders
- Attorneys, pro se litigants, and witnesses
- Federal, state, and local government agencies
- National, state, and local professional and industry associations

For purposes of this policy, the term “customer” also includes follow Commission employees.

### **Policy**

Employees will communicate with customers, whether in person, in writing, via telephone and/or email, in a manner that is respectful, courteous, and professional at all times. Employees will listen to customers with the goal of understanding their issue or concern and will respond with accurate, complete, and precise information.

The Commission realizes that not all customer issues will be resolved to the satisfaction of the customer. In those situations, employees are expected to continue to provide the highest level of service and maintain a professional tone at all times. The Commission will continue to improve its customer service based on customer feedback.

### **Customer Service Standards**

1. The Commission’s regular office hours are Monday through Friday 8 a.m. to 5:00 p.m.
2. Employees will greet all customers that appear at the Commission office and hearings with professionalism.
3. Be aware of communication style, tone of voice and communicate professionally.
4. Employees will answer telephone calls within three rings whenever possible and will identify the Commission and themselves.
5. Employees will answer questions from all customers completely and accurately.
6. If an employee cannot answer a question or the question falls outside the employee’s duties or expertise, the employee will transfer the customer to the appropriate staff member or advise the customer that the employee will attempt to obtain the appropriate response and respond to the customer via return phone call or in writing, whichever the customer prefers.

7. If a question or complaint falls outside of the Commission's jurisdiction, the employee will refer the customer to the appropriate agency whenever possible.
8. Employees will return voicemail messages within 24 hours whenever possible.
9. Employees will provide the main office telephone number on all voicemail greetings and out of office email messages.
10. Employees will leave their full name, agency name, telephone number, and time available when leaving a voicemail message.
11. Employees will update office email messages when out of their office for an extended period of time.
12. Employees will answer calls in the order received. If the party the caller requests is on another call, employees will place the caller on hold, with periodic updates, or transfer the caller to voicemail.
13. Employees will finish all interactions with customers in a professional and courteous manner, even when the customer is not extending the same level of courteous behavior.
14. Employees will ensure that written correspondence is professional and that the information contained therein is complete, accurate, and precise.
15. Employees will return all emails in a timely manner, preferably the same day.
16. Always remember that we are here to serve the public.

### **Education and Awareness**

A copy of this policy will be given to each employee of the Commission. A copy of the policy will also be posted on the Commission's website. An employee's compliance with the standards shall be evaluated as part of the employee's periodic performance reviews.