



TOWN OF GREENWICH

Office of the First Selectman
Town Hall
101 Field Point Road
Greenwich, CT 06830

CUSTOMER SERVICE POLICY

PURPOSE

The purpose of this policy is to establish standard levels of customer service that will enhance the experience of our community when interacting with the Town.

SCOPE

This policy applies to all Town departments.

POLICY

It is the policy of the Town of Greenwich that the all employees strive to provide an excellent customer experience and that Town department leadership constantly review policies and procedures to maximize customer satisfaction. To provide a uniform customer experience, all departments should ensure they fulfill the following:

Hours of Operation

Each department should have predictable, consistent, and published hours of operation. While some departments may adjust hours to meet special needs or satisfy seasonal demands, the official operating hours of Town Hall are 8:00am to 4:00pm, Monday through Friday (excluding holidays, planned closures, and as determined by the First Selectman). Every department should have their hours of operation posted outside of their office and on the department's webpage.

Customer Reception

Each department that interacts with the public should have the equivalent of a reception desk to receive and welcome the public. Departments should ensure that an employee is assigned to welcome customers during business hours. A department should not close to the public for a "lunch hour." Employees should welcome visitors upon entry and offer assistance. If there will be a delay in assistance, employees should acknowledge entry of a visitor and let them know they will be assisted soon.

Telephone Service

Each department should ensure that their main phone line is covered during the official operating hours of Town Hall. Phone lines should not be disabled during lunch. When answering an external call on the department's main line, the operator should answer the phone with a standard greeting: "[Greeting] (e.g. Hello, Good Morning/Afternoon), Town of Greenwich [department], how may I help you?" When transferring an external call from the department's main line, the operator should provide the receiving employee with the name, reason, and pertinent information of the caller. If a referral is made to another Town department, there must be certainty that the referral is correct. If there is some doubt as to the proper referral, the referring department should ascertain the appropriate contact before connecting or directing the customer. Residents may inquire at Town Hall about issues that are not within our domain. Every effort should be made to refer them to the

governmental agency or community service agency that is best able to handle their concern. All referrals should include a phone number or location of the suggested agency, if possible. Employees with direct lines should ensure that voicemails are acted upon and returned as soon as possible, when applicable.

Email Service

Employees with email addresses should make every effort to respond as soon as possible, while balancing priorities, to emails that require such. It is recommended that if an email requires a detailed or time-intensive response, the employee provide a response acknowledging receipt of the email, inform them that the issue is being processed, and that they can expect a follow up response. Departments with a general inbox should set up an auto reply that, at the least, thanks the individual for contacting the department, acknowledges receipt of the email, and provides a general timeframe for response.

Employees with email addresses should ensure they enable an away message when expected to be out of the office for two or more days.

Marketing and Communication

Communication with the public, be it oral or written, should be clear, concise, consistent, and easy to access. Departments should strive to utilize all communication possibilities as efficiently as possible to ensure that residents remain informed and aware on a regular basis. All printed material issued by the Town should be professional in appearance.

Minimum Website Expectations

Each department is responsible for all of its website pages and must have assigned a content steward who posts and maintains informative, up-to-date content created with the customer in mind, and answers common and expected questions. The department must post relevant general contact information, including main office phone number and email address, counter hours, and frequently asked questions. If an event affects the Town and its community, each department must anticipate that customers will have questions and recognize that the most efficient way to answer such questions is through the department's website. For additional guidelines for website content creation, refer to the Town website [stylebook](#).

Departments must post meeting notices, agendas, and minutes in accordance with the [legal requirements](#) set under the Freedom of Information Act. While not legally required, all departments should post regular meeting notices, agendas, and minutes on the Town website if they're posted with the Town Clerk, unless special circumstances apply. Meeting dates, times, locations, and descriptions should be added to the Town facilities calendar. Changes and cancellations should be updated to the site as soon as possible.