

CUSTOMER SERVICE STANDARDS



Service standards are important for customers, workers and management of an organization. They help define customer expectations and remind of the challenges and responsibilities to be met.

Below is a set of customer service standards to be followed by all library staff to add positive customer experience at FNU Library.

1. Always remember that the first impression is the last impression.
2. Greet the customers in polite, courteous and respectful/professional manner for example:
 - Greeting Students: Good morning/Good afternoon how may I help you. Address them by their names if you know them.
 - Greeting Academic/Support Staff: Good morning/Good afternoon sir/madam how may assist you.
3. Remind yourself to keep smiling when greeting the customers.
4. Listen effectively to your customers.
5. Do not interrupt customer's sentence.
6. You shall show attention to the customer when they are speaking.
7. Avoid staring at the customer instead observe the customer and offer assistance.
8. Be polite when talking to a customer and use positive words and phrases such as; May I/ Shall I, Certainly...
9. Be conscious with your communication style that is clear voice, eye contact when speaking to someone and tone of voice shall be friendly.
10. Always explain the process to customers to ensure customers understand our processes and procedures.
11. Be considerate, cooperative and helpful to every staff member to deliver quality services.
12. Respond to customers request accurately and promptly, always do the right job the first time.
13. Work with coworkers and other departments to resolve issues by discussing problems and working towards agreed solutions.
14. Close the conversation with the customer in a courteous and professional way by thanking the customer using their name.
15. Always say 'thank you', 'please', 'you are welcome', 'hope to see you again' and have a good day'.
16. Hold yourself and each other responsible for quality service commitment.
17. Understand what the customer needs and meet their needs by providing excellent customer service.
18. Show that you sincerely care about the customer so they shall come back and your relationship will continue improving.
19. Respond to all your emails, phone calls or queries during your shift.
20. Take ownership of the mistake you make, apologize and solve the problem.
21. Ensure that every encounter with the customer goes well.
22. Customer will forget what you said, but they will never forget how you made them feel.

