

SMBSD Customer Service



SMBSD Customer Service Phone and Email Etiquette:

- We believe each person has inherent value and deserves respect.
- We believe every person has the power and responsibility to take action and make a positive impact.
- Service is an act of love

Phones:

In order to provide the best possible customer service please do the following:

- All incoming phone calls need to be answered:
 - “Good Morning, <Insert Department Name>, this is <Insert your name>, how may I help you?”
- When transferring a call, be sure to provide the name and number to the caller of the person you are transferring them to in case you get disconnected. Please make sure the person you are transferring the call to answers their phone, provides them a quick overview of the caller’s needs and then transfers the caller.



Email:

1. Respond to all emails in a timely manner (24-48 hours).
2. If you forward an email to another employee, please let the sender know who you are looping in and why.
3. All district support staff should have a signature line in your email that includes:
 - **Name**
 - **Position**
 - **Department**
 - **Phone**
4. Email Vacation Responders:
 - Vacation responders are to be set if you will be out of the office for more than one work day. For example:
 - “Thank you for your email. I am out of the office through <insert date>, If you need immediate assistance, please contact <insert name and email>.



Phone/Email:

- If you receive a call or email that is not associated with your specific job duties, please hand it off to the correct person. If something is going to result in a 3rd handoff, please take the name and number of the person and let the person know, you will find the answer or have the correct person call them back by a specified time.



For more detailed information, refer to SMBSD Customer Handbook.