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IMEU-VIC-MWC

1 March 2006

STANDING OPERATING PROCEDURES (SOP)

SUBJECT: Customer Relations

1. REFERENCE: AR 608-10, Child Development Services, 15 July 1997.
2. PURPOSE: To provide guidelines on professional customer service, greeting of visitors and parents and answering the office telephone.
3. APPLICABILITY: This SOP applies to all employees, volunteers and staff members working in CYS programs. All employees will attend the Customer Service Training class.
4. PROCEDURES:
 - a. Customer Service: All employees are responsible for providing service as quickly and effectively as possible, maintaining friendly, courteous and equal treatment to all patrons at all times. A customer might be external from the activity (e.g., parents, visitors, etc.) or internal (e.g., a coworker, a colleague from another CYS activity) and they will be equally served with consideration and respect. The techniques listed below for improving customer's listening, communication and service should be followed:
 - (1) Shut out distraction and fully attend to what the customer says.
 - (2) Recognize emotions behind the message and show patience and understanding.
 - (3) Put personal problems aside.
 - (4) Do not interrupt.
 - (5) Smile and maintain a positive attitude (even in difficult situations).
 - (6) Keep good eye contact and a moderate tone of voice.
 - (7) Understand the person's position (put yourself in his/her place).

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- (8) Be cooperative and accept differences.
- (9) Provide accurate and prompt assistance to the customer.
- (10) Listen and do not argue.
- (11) Acknowledge viewpoint or inconvenience.
- (12) Get right to the solution, do not dwell on the problem and, if possible, offer options.
- (13) Look for ways to turn things into a "win-win" solution.
- (14) If you cannot provide an agreeable solution, offer the customer the opportunity to talk to your supervisor.

b. Greeting of Visitors and Parents: Employees and staff members will always welcome and greet authorized visitors and the parents taking their children into the center/room. Apologize if you are unable to properly welcome them because you are engaged with another child in need of attention.

c. Answering the Office Phone: Practice good telephone courtesy:

(1) The office telephone will always be answered in a polite and professional manner, following this quoted cliché: ***"Good Morning/Afternoon, Child Development Center/ Family Child Care Office/Youth Services/Central Registration/School Age Services, (name) speaking, may I help you?"***

(2) All employees will speak with a clear and distinct voice and answer all questions fully. If the answer to the question is unknown, the employee will refer the caller to someone who knows the answer. If no one else with the correct answer is available, the employee will take written note of the caller's name, telephone number and question and he/she will assure the caller that someone will get back with him/her as soon as possible.

(3) All telephone messages for CYS staff will be recorded with the name of the person the message is for, the caller's name, purpose of his/her call and when the call was received.

5. Personal phone calls and visitors may distract the child care staff from classroom activities and coworkers and provide time for potential child neglect; therefore, the following restrictions must be enforced:

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- a. **Personal phone calls and or visitors** that take CYS Program Assistant or staff member away from classroom affecting the child/adult ration **are prohibited.**
- b. Personal phone calls to staff members within the centers should be limited to **emergency purposes only.**
- c. **No personal visitors** are allowed in the classrooms unless approved by the CDC Director, the Assistant Director or the Coordinator.



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