

City of Irvine

Customer Service Expectations



E F F E C T I V E 9 • 2 5 • 1 8



Introduction

Customer service is a top priority of the City Council and the City Manager. This document provides details for timely and consistent response to phone calls, voicemails, and emails.

- Employees are to acknowledge all phone calls, voice messages, and emails within one workday, according to your schedule.
- Acknowledgement consists of returning the phone call or email with an initial response indicating that the message has been received, and either answering the inquiry or providing a timeline for a complete response when additional research is required.

Summary

Receiving/Returning Telephone Calls

1. Answer your telephone within three rings, preferably less.
2. Answer with your name, department/division or facility, in a clear, precise, and professional tone.

Examples:

"This is John Irvine, City Manager's Office, may I help you?"

"City of Irvine, Jane Irvine speaking..."

3. Request appropriate information to best assist the caller.
4. Thank the individual(s) for calling.
5. The caller should feel important. Listen carefully and show empathy.

Examples:

"I will be happy to assist you."

"I will be happy to find the person who can assist you."

"I'm sorry you are having a problem. Let's see how we can fix it for you."

6. When placing outgoing calls, staff should identify themselves by name and title/department, as appropriate, and clearly outline the purpose of the call.
7. Returns calls as soon as possible, but within one workday.

Voicemail Greetings

1. Voicemail greetings should be succinct, including:
 - Name of the person to which the voicemail belongs and/or name of department/division;
 - Date for which the greeting is valid;
 - What key(s) callers can press for immediate assistance; and
 - When callers can expect a return call;
2. When out of the office (and unable to respond within 24 hours), update voicemail greeting to reflect the dates you will be out, when you will return, and options to obtain immediate assistance in your absence.

Email Correspondence

1. Email correspondence should be acknowledged and/or responded to within one workday.
2. Address individuals by their name or title when appropriate.

Examples:

Mayor Smith
Mayor Pro Tem Miller
Councilmember Lee
Commissioner Williams
Dr. Jones
Mrs. Thomas


3. All external correspondence should include the City's Standardized Email Signature block:
 - Name of Employee
 - Title
 - Department
 - Address of physical location (e.g. 1 Civic Center Plaza or location of community park)
 - Telephone
 - Email address
 - Optional elements include City website, links to specific divisions, and fax numbers
4. For replies, use the modified/abbreviated signature block that includes your name, title, and phone extension.
5. When out of the office (and unable to respond within one workday), utilize the "Out of Office Assistant" in Outlook indicating the dates you will be out, when you will return, and options to obtain immediate assistance in your absence.

Example:

Thank you for your email. I will be out of the office Friday, May 7, returning Monday, May 10. If you need immediate assistance, please contact John Irvine at 949-724-1000 or jirvine@cityofirvine.org.

Thank you,
Susie

SUSIE SMITH | SENIOR PLANNER | COMMUNITY DEVELOPMENT
949-724-1234 | 1 Civic Center Plaza, Irvine, CA 92606
ssmith@cityofirvine.org | cityofirvine.org

| EXTERNAL COMMUNICATION | |
|--|--|
| <p>NAME TITLE DEPARTMENT 949-724-XXXX 1 Civic Center Plaza, Irvine, CA 92606 name@cityofirvine.org cityofirvine.org/jobs</p> | |
| <p>Name, Title DEPARTMENT 1 Civic Center Plaza City of Irvine, CA 92606 949-724-XXXX name@cityofirvine.org</p>  | <p>Name, Title DEPARTMENT 1 Civic Center Plaza City of Irvine, CA 92606 949-724-XXXX name@cityofirvine.org</p> |
| <p>NAME TITLE CITY OF IRVINE 949-724-XXXX 1 Civic Center Plaza, Irvine, CA 92606 name@cityofirvine.org</p> | |
| INTERNAL AND/OR REPLY COMMUNICATION (OPTIONAL) | |
| NAME TITLE 949-724-XXXX | Name Title Ext. XXXX |
| Name, Title 949-724-XXXX | Name Title 949-724-XXXX |
| First Name only Ext. XXX | First and Last Name Ext. XXX |
| RECOMMENDED FONTS | |
| Arial, Calibri, Times New Roman, Trebuchet | |

Out-of-Office Coverage

1. Employees are to designate back-up coverage of City phones, voicemail, and email.

References: [City of Irvine Grammar and Punctuation Protocol](#)
[City of Irvine Standardized Email Signature Template](#)
[City of Irvine Telephone Policy](#)



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