

University Mailing Customer Service Standards

Customers have a right to expect...

Professionalism

We will always greet you in a courteous and professional manner. We are friendly, focused and recognized that we are accountable for consistently meeting the needs of those we serve. We will always be polite and treat you with respect.

Respect

We strive to demonstrate patience, compassion and concern towards all with whom we come in contact.

Ethical

All Mail Center employees will adhere to the University's Code of Ethics. We will adhere to all University and Mail Center policies, procedures, and standards of service and will apply them in an equitable and just manner.

Knowledge

We are responsible for ensuring that we possess the expertise necessary to provide complete and accurate information to customers. We will actively collaborate with those that have the knowledge and/or information needed to facilitate resolution.

Responsive

We are committed to providing customers solutions to their needs in a timely and efficient manner. We look for ways to improve efficiency in an environment of open communication so that we may ultimately provide the highest standard of service.

Collaborate

We promote teamwork while providing a high standard of service to our internal and external customers and realize we represent the University in both an official and unofficial capacity. We foster a sense of community.