

<h2 style="margin: 0;">Campbell County Fire Department</h2> <h3 style="margin: 0;">Policy</h3>		
<p>General Administration</p>	<p><i>Customer & Citizen Relations</i></p>	 <p>900.503</p>

PURPOSE:

The Fire Department's philosophy is to be customer- and service-oriented and to require employees to treat customers in a courteous and respectful manner at all times.

SCOPE:

This policy applies to all members and employees of the Campbell County Fire Department (CCFD) organization.

POLICY:

- A. Employees must understand that the customer comes first, and that is the primary reason for the existence of jobs within the Fire Department. All employees have an obligation to represent the Fire Department in a positive fashion and to make customers feel as comfortable as possible in dealing with the Fire Department.
- B. Employees with customer contact are expected to know the Fire Department's services and to learn the wants and needs of customers. Such employees should attempt to educate customers about Fire Department services and should seek new ways to serve the customer.
- C. Employees are encouraged to report recurring customer-related problems to their supervisor and/or make suggestions for changes in Fire Department policies or operating procedures to solve problems.
- D. Employees should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive and professional manner. If a controversy arises, an employee should attempt to explain Fire Department policy in a clear, yet deferential manner. If a customer becomes unreasonable or abusive, and the employee cannot resolve the problem, the customer should be referred to the employee's supervisor.
- E. Employees should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. A positive telephone contact with a customer can enhance goodwill while a negative experience can destroy a valuable relationship. The following procedures should be observed whenever possible:
 - a. When answering the telephone, use a pleasant tone of voice, give the name of the agency, and identify yourself;
 - b. If the person with whom the caller wishes to speak is on another line, ask the caller if he wants to be placed on hold;

<p>Initial Approval: March 28, 2007 Revision Date: 3/16/11</p>	<p>Page 1 of 2</p>	<p>Sam Saunders, Chairman ORIGINAL SIGNED</p>
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- c. If a caller has been placed on hold, carefully monitor the holding period and offer to have the call returned if the person with whom he wishes to speak is not available within a reasonable time;
- d. When a caller leaves a name, number, or message, make sure it is recorded correctly and given promptly to the appropriate individual; and
- e. When using the telephone, an employee should take and place his/her own call. When a caller leaves a message, the employee will promptly return the call.