

Exceptional Customer Service

We will meet the needs of our customers with responsive, respectful and accurate service

CORE PRINCIPLES

- Smile and offer a friendly greeting
- Engage the customer through eye contact
 - Listen carefully
- Treat others the way you like to be treated
 - Ask appropriate questions
 - Provide thorough information
 - Go the extra mile

It's our responsibility to meet customer needs with integrity and to create an enjoyable experience at DWS.



Listen • Assess • Identify • Communicate



Department of Workforce Services

"DWS will be the best-managed state agency in Utah."
—Jon S. Pierpont, Executive Director





Remember to ask about military service:
"Have you or your spouse ever served in the U.S. Military?"

CUSTOMER SERVICE WORKFLOW

Listen, assess, identify and communicate:

Smile and offer a friendly greeting. Listen carefully and ask appropriate questions.

LISTEN

Using the core principles and critical thinking skills, do all you can to help your customer complete business.



ASSESS

If you are unsure how to serve the customer:

Continually offer encouraging words and consult with your peers and/or supervisor to solve the issue.



IDENTIFY

Connect the customer to the appropriate supervisor or manager to resolve the issue. Do not refer angry customers to the telephone or online chat.



COMMUNICATE

The supervisor or manager may refer the customer to Constituent Affairs if appropriate.



Constituent Affairs will consult with the Executive Director's Office to find resolution.