



FACILITIES OPERATIONS STANDARD PRACTICE

Service Request Communication
Standard Operating Practice

INSTRUCTION NUMBER:

30-0003

I. PURPOSE

To establish a standard operating practice for Facilities Operations staff to provide timely customer communications for service requests (corrective work orders submitted by persons outside of Facilities Operations).

II. PROCEDURES

When an employee receives a service request from an external customer (faculty, staff or students outside of Facilities Operations), he or she will contact the customer as follows:

1. For service requests that can be completed quickly and easily, the employee will complete the service as soon as possible. No communication with the customer is required other than the automatic e-mail sent from TMA once finished date is entered.
2. For service requests that may take an extended period of time due to scheduling issues or parts delays (more than 2 business days from customer request), the employee should visit the customer face-to-face to explain the delay and provide an estimated completion date. Face-to-face communication with the customer is the preferred method of customer contact.
3. If the customer is not available to meet in person, the employee should leave a hang-tag indicating the service requested, status, estimated completion, and any appropriate notes to aid in customer understanding.
4. For service requests that may take an extended period of time and the customer is not available to meet face-to-face and a hang tag is impractical, telephone or email updates to the customer are acceptable.
5. When the work has been completed, the employee or supervisor with either mobile TMA or desktop TMA should add a comment in the TMA work order task screen within one business day briefly describing what was done and insert the work order finish date. Those without mobile TMA or desktop TMA should submit the completed work order including comments to their supervisor to review and forward to the Customer Service Center. The customer will receive an email from the TMA work order system indicating that the service was completed and containing any notes added by the technician.
6. If the service request is to resolve a customer complaint, i.e., too hot or too cold, the technician should check back in with the customer when adjustment or repairs are made and then again a day or two later to make sure the item was resolved to the customer's satisfaction. Again, face-to-face communication is preferred but phone or email follow-up is acceptable.

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DATE OF ISSUE: 7/14/16

SUPERSEDES: N/A

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All e-mails sent by TMA to notify the customer that the work has been completed should include a note that, if the service was not completed to the customer's complete satisfaction, to call the Customer Service Center.

III. RESPONSIBILITY

1. The Customer Service Center (CSC) front desk receptionist will be responsible for maintaining an adequate inventory of hang tags at all times and re-ordering when appropriate.
2. Shop and Zone supervisors are responsible for obtaining hang tags from the CSC front desk receptionist as needed to ensure an adequate supply of hang tags is available for their staff at all times. They are also responsible for monitoring to ensure that their staff are utilizing the hang tags and/or otherwise complying with the requirements of this SOP.

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