

## **700.2 Handling Customer Contacts**

If an employee is contacted by a customer, they have contacted Facilities Management. Do not refer them to the dispatch office, instead:

1. If the employee knows who handles the customer's request, contact the responsible person directly. Give the customer the person's name and phone number and, as an employee of Facilities Management, make the call to the responsible person.
2. If the employee does not know who handles the customer's request, contact Customer Service, and relay the information, including the customer's name and phone number.
3. Supervisors are expected to contact the customer to:
  - a. Advise when work is scheduled.
  - b. Provide the status of work.
  - c. Advise of any delays or cancellations of work.
4. All employees are expected to:
  - a. Evaluate the work that needs to be done.
  - b. Accomplish the work with the least inconvenience for the customers.
  - c. Fix the problem the first time and leave the work site clean. Leave a Facilities Management hangtag on the door when appropriate.