



Food Service Program—Customer Service Standards

Our goal at the North Kitsap schools is to offer our customers a healthy nutritious meal with the highest quality school dining experience. All employees are trained to deliver high quality customer service where everyone is welcomed, valued and appreciated.

We go the extra mile to serve you with a smile.

OUR CUSTOMER SERVICE STANDARDS

- Courtesy and Respect
- Communication
- Responsiveness
- Environment

WE PLEDGE TO:

- ✓ Welcome all customers with a friendly smile and positive attitude
- ✓ Serve you immediately in a professional, courteous and respectful manner
- ✓ Listen to your concerns
- ✓ Respond in a timely manner
- ✓ Value your input, feedback and suggestions

Courtesy & Respect

- ✓ Welcome visitors immediately
- ✓ Always listen without interruptions and respond with empathy
- ✓ Treat everyone with dignity and respect
- ✓ Act with sound judgement and integrity
- ✓ Ensure customer confidentiality and privacy

Communication

- ✓ Use proper telephone etiquette
- ✓ Listen attentively
- ✓ Maintain a pleasant tone and positive attitude
- ✓ Value customer inquires and/or concerns

Responsiveness

- ✓ Be cheerful, courteous and respectful throughout the customer service interaction
- ✓ Provide accurate information
- ✓ Deal with complaints
- ✓ Respond to emails and return calls within 24 hours
- ✓ Work as a collaborative team
- ✓ Display a positive and calm demeanor

Environment

- ✓ Create a welcoming professional and inviting atmosphere
- ✓ All employees must be professionally dressed
- ✓ Act professionally
- ✓ Keep facilities, buildings and grounds clean

WHERE SERVICE COMES WITH A SMILE!