**Customer Service Standards Statement**

**My Customer Service Philosophy**

As an IT Supervisor, I believe in delivering service that is not only technically sound but also empathetic and transparent. Research shows that 70% of customer dissatisfaction stems not from the technical issue itself, but from how it was handled (Timm, 2011). Therefore, IT professionals must approach users with **clarity, compassion, and commitment**.

**How IT Should Treat End Users**

* Treat users as internal clients whose productivity depends on our responsiveness (Kelley, 2020).
* Deliver support that educates, not just resolves—empowering users through simple guidance.
* Practice active listening and confirm understanding before offering solutions.

**What Defines Great IT Service**

* Timely, transparent communication throughout the issue lifecycle.
* Confidence-building by simplifying jargon and setting realistic expectations.
* Post-resolution follow-up to ensure user satisfaction and long-term trust.

**Resolving Complaints Professionally**

* Validate the user’s concern: “I understand this is frustrating. Let’s work together to fix it.”
* Remain composed and respectful, even under pressure.
* Escalate with context and assurance to minimize repeat inquiries.

These principles align with best practices in **ITIL Service Operation**, emphasizing incident restoration and user satisfaction as primary goals (Axelos, 2019).

**References**

Axelos. (2019). *ITIL Foundation: ITIL 4 Edition*. TSO (The Stationery Office).

HDI. (2020). *The HDI practices guide: How to deliver excellent IT service and support*. HDI. <https://www.thinkhdi.com>

Kelley, D. (2020). *Customer service for IT professionals: A practical guide*. IT Pro Publications.

Timm, P. R. (2011). *Customer service: Career success through customer loyalty* (5th ed.). Pearson.