## Five Maples’ Customer Service Standards

**General:**

* We will keep our customers informed of unexpected delays in service.
* When a client delay occurs, we will update timelines once delay is resolved (via Asana, emails, etc.)
* We will touch base with our customers to update them as to where we are in the process.
* We will return quotes within 24-48 hours (use judgement). We will get a second person to review quote before sending to reduce accidental errors. We will give client a reasonable time to expect quote. If a quote will take longer, let the customer know you are working on it.
* We will ask for help from a colleague if getting behind on a deadline.
* We will not assume. We will always ask if we don’t what the customer wants or how the job should be done.
* We will work to anticipate the needs of those we serve by proactively working to meet their needs.
* We will make our goal to exceed the expectations written here.
* We will turn in billing within 3 days of drop date.
* We will turn in weekly hours at end of business Friday (or by 8:30 AM Monday during busy season).
* We will pick up 3rd Party Proofing within 1 hour of email.
* We will pick up our 1st Party Proofing with 2 hours of email. If we cannot proof within 2 hours, we will email 1st Party Proofing to group.

**Telephone Etiquette:**

* When at our desks, we will answer the phone within two rings.
* We will return missed calls and/or voicemails within 2 hours during normal business hours.
* We will forward our phones when working remotely (\*72, 9, enter phone #).

**E-mail Etiquette:**

* We will acknowledge e-mails within 2 hours during normal business hours.
* If a reply will take longer, let the customer know you are working on it.
* We will acknowledge the receipt of lists immediately.
* We will email the client to let them know a mailing was sent.
* We will send follow up emails after calls / meetings within 24 hours.
* We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more).