**DELIVERABLE #4**

**Saleem Mohammed**

**Information Technology Field Experience-EX20**

**Michael Moifolley**

**21st June, 2025**

**Customer Service Standards Statement**

Being an IT supervisor, I am sure that the key to excellent customer service lies in respecting the customers, their needs, and acting promptly and professionally. Information technology is a dynamic field, and as much as our end users are aware that we are the people to call whenever they have technical problems, they also expect us to be supportive and to offer such assistance in a manner that is polite, patient and courteous. Each conversation can create a chance to develop some trust and show that our group cares about the experience of using things more than the technical solution (Xiaoliang, 2024).

The end users are interlocutors and not support tickets that IT professionals are expected to treat. This involves active listening, no jargon, and making solutions to problems easily explained in a language that is comprehended by non-technical users. A good reputation can only be achieved through respect, transparency, and goodwill to serve the users, and this leads to satisfied users and also retention. The IT support, in my opinion, has to be more than just the reactive kind; it has to be proactive as well, to educate, manage expectations, to make the users feel that they are being supported and nurtured in a manner.

In my mind, great service can be characterised by proper communication, prompt response time and resolution of any inconveniences or problems. It also involves follow-ups so that the solution is lasting and the user gets to feel that he/she has been heard and respected. There should be uniformity of service delivery to the users, based on the skill level, rank and kind of the problem.

Professionalism is one of the essential components when addressing complaints. I take every issue with patience and objectivity, and first attempt to understand the problem rather than judge it. I report the case in an official way, scale up when it is necessary and make sure the outcome is reported respectfully.

**Reference**

Xiaoliang, M., RuQiang, Z., Ying, L., Congjian, D., & Dequan, D. (2024). Design of a large language model for improving customer service in telecom operators. *Electronics Letters*, *60*(10), e13218.