



Response Times

Communication- In providing a 5-Star Customer Experience, there are certain communication standards we need to adhere to. These standards are for both external and internal communication. The answer you have most likely directly affects the person who is asking the question so they can do their job in a timely and efficient manner.

Response Times (this does not mean you need the answer or a solution, at least an acknowledgement that they reached out and you will get to it). The expectation is once acknowledged, you will get it as soon as you can free up to. The below times are assuming it is during Business hours.

External - This is for anyone outside of the organization.

Email- Same Day

Phone Call-Within the hour

Text-30 minutes or quicker

Internal - This is for anyone within the organization.

Email- Same Day

Phone Call-Within the half hour (preferably asap)

Text-15 minutes or quicker

Slack-15 minutes or quicker

Scheduled Time

Time is the most precious thing anyone has.

Being late to a client's house without prior notification is not ok. Aim to be in the vicinity about 5 minutes before scheduled time, so you can knock on the door right on time.

Always give a 15 minute heads up when on the way to a client's home - via Text, so the client can prepare.

