

Main Reception Service Standards 2014/15

The following groups have been identified as a basis for delivering a focused customer service: **External Visitors; Staff; Students; Contractors.**

Environment	<ul style="list-style-type: none"> • We aim to provide a friendly, helpful, professional and welcoming first point of contact. • Main Reception is located in a bright and airy open-plan foyer area, adjacent to the main University entrance and is manned by uniformed Customer Service Advisors. • The Main Reception is open from 8.30am to 5.00pm. • The design of the reception desk is at differing heights and is wheelchair friendly. • An informal seating/waiting area is provided for visitors. • Information regarding the University, courses of study, and local information is displayed in the area. • A private mother and baby room is available on request.
Support	<ul style="list-style-type: none"> • All incoming telephone calls will be answered within three rings, with priority given to external callers. • Members of the public (including staff and students) will be greeted as soon as possible in a welcoming and appropriate manner. • We will aim to deal with any enquiries (either by telephone or in person) directly where possible without referral. • All enquiries which require transferring will be redirected promptly to the relevant department. Where this is not immediately possible, the caller/visitor will be informed of any delays and offered an alternative (for example, asked to leave a message). • Where appropriate, visitors will be escorted to the relevant department (for example, high-profile visitors for the Vice Chancellor). • Course enquiries by e-mail are dealt with on a daily basis and forwarded to the relevant department. • Visitors' car parks are monitored by the Customer Service Advisors, who maintain a record of car park reservations and allow appropriate access. • A small display of University merchandise is maintained by the Customer Service Advisors, who also take payments for any goods purchased. • Customer Service Advisors regularly participate in out-of-hours events such as Open Days.
Information/Stock	<ul style="list-style-type: none"> • A variety of information is available from leaflet holders and the reception desk. We aim to ensure that all available material is up to date and is checked on a weekly basis. • Stock/merchandise for the gift shop is re-ordered when stock runs low or in advance of any event attracting high numbers of visitors. • A photocopying and fax service is available.
Staff	<ul style="list-style-type: none"> • Customer Service Advisors ensure they have a broad range of knowledge to deal effectively with enquiries. • Staff are regularly informally and formally reviewed in terms of their overall performance.