Dedication to Excellent Service Initiative
College-Wide Standards of Excellent Service

Written Communications

1. Be clear and concise.
2. Eliminate all grammar and spelling errors.
3. Meet college writing and style standards.
4. Acknowledge each customer's concerns and respond directly to issue.
5. Respond to written requests within three (3) business days of receipt. Provide periodic updates if response time must extend beyond three (3) business days.

Telephone Communications

6. Ensure that a "live" person answers telephones during normal hours of operation.
7. Return all calls before the end of next business day.
8. Update all voice mail messages to reflect availability.

In-Person Reception

9. Ensure that a "live" person is available to greet and assist primary customers during normal business hours.

E-mail Communications

10. Acknowledge e-mails from primary customers by the end of the next business day.
11. Use the e-mail notification feature (*Out of Office Assistant*) when out of the office for an extended period of time.
12. Use e-mails for simple, direct communication. Use telephone or in-person communication for sensitive or confidential matters.
13. End all e-mails with "signature card"
    - Sender's name
    - Sender's title
    - Cabrini College
    - Sender's office phone number
    - Sender's college e-mail address
    - Sender's office fax number

Website Standards

14. Monitor departmental content on the website for content and accuracy on weekly basis.
    - Initiate change requests within 48 hours of review.
    - Designate an employee within the department responsible for website changes.

Personal Appearance Standards

15. Wear identifying name badge at college public functions.
16. Dress neatly and professionally at all times.