# CUSTOMER SERVICE 'WAY TO GO' CHECKSHEET

- [ ] Answered the call with department name and first name or ID number
- [ ] Had a helpful, pleasant, interested and attentive tone and sufficient volume
- [ ] Actively listened to the caller
- [ ] Used “hold” for an appropriate reason
- [ ] Asked the caller, “Can you hold?” and waited for the caller’s affirmative response

- [ ] Never put a caller on hold for more than 60 seconds at a time.
- [ ] Thanked caller for holding when came back on the line
- [ ] If a critical incident, used first names
- [ ] Was patient and understanding with a caller who cannot describe the situation quickly or clearly

- [ ] Recognized young, elderly, non-English speaking or caller with speech disabilities and adapts the questioning style appropriately
- [ ] If incident was in-progress, kept the caller on the line to gather more information
- [ ] Let the caller know that help was on the way, even as questioning continued

- [ ] Properly called back a 9-1-1 hang-up call to determine the situation
- [ ] If the caller was in peril, gave the caller safety instructions and an assurance of help

- [ ] Provided a badge number or name if requested by the caller
- [ ] Promptly referred the caller to a supervisor if requested the by caller

- [ ] Announced a call transfer before performing it
- [ ] Provided the requested information to the caller without interrogation
- [ ] Used the caller’s name and/or title appropriately
- [ ] Gave accurate information about laws, policies and procedures

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- [ ] Asked appropriate questions to efficiently gather necessary information
- [ ] Allowed the caller to answer questions with interruption
- [ ] Allowed the frustrated caller to vent
- [ ] Accurately determined the incident location and jurisdiction
- [ ] Expressed empathy for the caller's situation
- [ ] Accurately entered all pertinent information into the CAD incident

- [ ] Actively worked to solve the caller's problem
- [ ] Apologized for any inability to handle the caller's problem
- [ ] Gave an explanation for why the department could not handle/solve the caller's problem
- [ ] Offered alternate courses of action for non-police/fire incidents or situations

- [ ] Gave correct names and telephone numbers for alternate agencies who might assist the caller
- [ ] If the incident was accepted for service, told the caller of the department's intended action (dispatch officer or fire unit, will call back, etc.), and an estimated wait for service
- [ ] Followed-up on any promised actions (call-backs, messages given, etc.)
- [ ] Performed a non-mandatory task in order to solve the caller's problem

- [ ] Told the caller to ask for him/her on call back, to save time re-explaining the situation
- [ ] Said, "You're welcome" and "Goodbye" appropriately
- [ ] Hung up after the caller
- [ ] **The caller said, "Thank you"**

*What a great way to add the positive to your agency.*
*Give this sheet to people getting 'caught' doing things right!*