

Customer Services - Cashier Service

Standards of service the customer can expect

Opening hours are Monday to Friday 9.30am-3.30pm

Changes to opening hours are displayed:

- On all the cashiers' screens and main doors
- In council publications
- On the council's website – www.crawley.gov.uk
- On the intranet (for internal customers)
- On cashiers' screens and the main doors one month in advance of bank holiday closures.

Visitors:

- Will be greeted by polite, friendly, helpful, smiling staff with good morning or good afternoon
- On leaving will hear thank you and/or goodbye
- Will be addressed by name where possible
- Will see staff wearing smart uniforms with name badges
- Will have undivided attention
- Will be spoken to in plain English and not jargon
- Who need translation services will be put in touch with Language Line
- Will be served by staff trained to understand all areas of equal opportunities
- Will have their payments taken promptly and processed efficiently
- Will wait no longer than five minutes in a queue
- Will see a telephone number displayed if they want to make telephone payments
- The cashiers will have their customer privacy protected. Transactions will not be overheard.

Postal payments:

- We aim to process payments on the day they are received
- We will issue a receipt upon request the same day a payment is processed
- We will make every endeavour to trace an account. Where a payment cannot be identified, we may contact the customer by phone if possible, or write within two working days.

Telephone calls:

- We aim to answer all calls within 10 seconds (four rings)
- We will greet all customers with good morning/afternoon/evening, cashier services and the name of the member of staff
- We will deal with the query immediately or take a contact number and arrange to phone back.

Customer queries:

- Will be dealt with as soon as possible when taken across the counter, over the phone or by email
- Will receive a contact name, department and phone number if dealing with a more complex query and we will ask an officer to contact the customer within one to two working days
- We will take responsibility, if a straightforward query involves more than one department, to obtain the relevant information and pass this back to the customer
- If relying on copies of documents from a third party, we will periodically keep the customer informed of progress.

Surveys:

- We will periodically conduct clipboard surveys with our customers on our service delivery
- We will carry out a postal survey to all our customers including special needs customers every three years. The next survey is due at the end of this year
- We will ensure the results are placed on a poster in the Banking Hall, cashiers' screens, internet and intranet.