

# Training – Tier 1

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**Tier 1**

**ACTION PLAN**

Focus Area: **Training**

Project Name: **Customer Service**  
 Creation/Revision Date: **Aug-11**  
 Project Start Time: **Jun-09**  
 Team members:

Anticipated Completion:

Task/Activity	Who's Responsible?	Resources needed	Dependencies	Who needs to know?	Deadlines		Status
					Start	Finish	
Establish high quality and friendly customer service as area of focus for all department employees. Be sure this is included in performance review documents	Unit leaders, department members	Time, administrative support, training	Staff buy-in, training, continuous promotion to department members and customers	Department members, customers	Jun-09	Ongoing	
Adopt the practice of positively representing the department in all facets and contexts of our daily lives. (Instill the understanding that as employees of KSRE and the department, we are a representation of the organization both on and off the clock.)	Department members	Training materials, administrative support	Staff buy-in and understanding of the concept, administrative support, availability of trainers	Department members	Jun-09	Ongoing	
Identify positions within the department that serve as initial points of contact with customers and those positions which have significant contact with clients	Unit leaders	Time		Department members, customers	Jun-09	Ongoing	
Identify and provide effective and applicable customer service training for all employees	Unit leaders, business office staff	Time, administrative support, trainers, training materials	Active participation by department members, unit leader support	Department members	Sep-09	Ongoing	
Create customer service survey to evaluate client satisfaction with departmental services	Unit leaders, research faculty	Survey design and administration	Time, schedule	Customers, unit leaders, staff, department head	Mar-13	Apr-13	
Compile, analyze, and publish survey results	Unit leaders, research faculty	Survey data, time evaluation criteria	Faculty time for data analysis	Department members	Jul-13	Jul-13	
Use survey results to improve or enhance customer service; prepare for new survey in 2015	Department members	Performance standards, training	Comprehension, cooperation, training, time	Department members	Aug-13	Dec-13	

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Work effectively with student employees to include: identifying appropriate tasks for student employees; thorough training of student employees; and thorough training of employees on how to work with and supervise student employees	Employees who work with and supervise student employees	Time, training	Unit-specific expectations for student employees	Employees who work with and supervise student employees; students; customers, if applicable	Jul-09	Ongoing	
Apply customer service principles to student academic experience	Academic faculty and staff	Time, training		Faculty, staff and students	Oct-09	Ongoing	