



417th Base Support Battalion *Commander's Policy*

Policy Number: 1-9

Proponent: AETV-WG-W

Date: 27 September 2004

SUBJECT: Employee Standards Policy

1. REFERENCE: N/A

2. PURPOSE: To establish the 417th Base Support Battalion's (BSB) policy in regard to employee standards of conduct, to include customer service, office attire, and maintenance of acceptable standards of facility appearance.

3. SCOPE: All customer service agencies operating in the 417th BSB.

4. POLICY: Our goal is to ensure we provide the best possible service for our customers. I expect our employees to do all they can to meet the needs of our customers, so long as it is not at the expense of the community. As such, we must always seek to find ways to tell our customers "YES." But foremost, we must do what is right. I expect you to question local and Army policy and regulations that are not in the best interest of our customers and raise the issue so we can effect change. I expect you to identify processes and procedures that don't make sense or are not user friendly for our customers and change them. Our community is dispersed, diverse and ever changing. As a result, our programs, processes and procedures must be ever changing as well—embrace it. We exist to ensure our community is a wonderful place to live and work. Help us realize the vision.

a. Employees will treat everyone, to include fellow employees and customers, with dignity and respect. At no time will an employee treat a customer in a rude or condescending manner. If a customer is treating an employee in a disrespectful manner, I expect our employee to maintain their sense of composure and refer the customer to a supervisor or another employee who may be able to assist in the situation. If a customer is a disrespectful to an employee it is the supervisor's responsibility to ensure action is taken to correct the situation by either addressing the customer or their chain of command.

b. All offices and agencies will maintain a set of blank customer comment cards and openly solicit comments from all of their customers. The BSB Quality Management Office will collect the cards periodically for review and action by the BSB chain of command. Additionally, each office and agency will have at their entrance a set of blank customer comment cards and collection box, along with the BSB Mission/Vision Statement, Strategic Objectives, and customer service standards.

c. Hours of operation will be clearly posted in all customer service agencies. Signs announcing facility hours of operation will be laminated, framed, or displayed in a professional manner. Any changes to hours of operation require the approval of the BSB Commander and six weeks notice to the customer. The changes will be appropriately posted and distributed throughout the community. Temporary paper signs will not be displayed beyond five working days. Emergency changes to hours of operation will require approval from the BSB Commander or his representative and will be clearly posted.

d. All customer service facilities will open their doors five minutes prior to their posted opening time and keep them open until five minutes after their posted closing time. During operating hours, you will accept customers. You will execute office administrative requirements outside of published operating hours.

e. All agencies will have answering machines during non-duty hours to receive messages. In the greeting, each agency will announce its hours of operation.

f. Office attire and shoes will be professional and appropriate to the duties performed. Safety and cleanliness of attire will be maintained in accordance with job requirements. Acceptable grooming standards will be maintained at all times. Management reserves the right to determine acceptable standards for attire and grooming.

g. Offices and agencies will ensure their office areas and outside building areas are maintained to BSB standards. Areas will be clean and neat in appearance. Entranceways will present a sense of pride and organization, allowing the customers to easily find their way. Employees will ensure work orders are submitted to DPW in a timely manner to ensure areas are properly maintained.

h. Employees will maintain proper controls of government property at all times. Property hand receipts will be kept up-to-date. Prior to employees leaving our service, supervisors will ensure their hand receipts are transferred to the next responsible individual.

i. At night offices and agencies will ensure policy and procedures are in place to ensure our facilities are secure and our property is protected. Employees will ensure fire hazards are not present and all necessary electrical appliances are off when not supervised.

j. Classified materials will be maintained and kept secured IAW Army and DOD regulations.

k. The 417th BSB Customer Service Standards will be followed in all customer service facilities. These standards include:

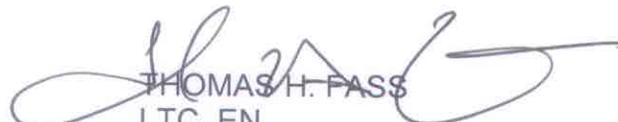
(1) Courteous and respectful treatment

AETV-WG-W

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- (2) High quality services and products
- (3) A clean, organized facility
- (4) Timely and accurate information
- (5) A fair price
- (6) A customer-focused staff

5. **PROPONENT:** 417th BSB, Quality Management Office, DSN 355-8262.



THOMAS H. FASS
LTC, EN
Commanding