



Office of the Provost

Wow Customer Service Timelines 2014 - 2015

TIME LINES	START DATE	Update	Dept. Name
Wow Customer Service will meet with each department to discuss the new WOW customer service initiative			
Appoint a work group of 3-5 staff members who will determine functions and develop standards and measurements of customer service for the unit			
Identify customers, determine the functions & work of the unit			
Define the standards for excellent customer service for each function of the unit			
Develop a base line survey to determine current customer service levels. Decide when survey will be launch			
Work Group meets with entire unit to discuss customer service measurements and standards for the unit			
Implementation of "Wow Customer Service"			
Directors should update all job descriptions to include the new wow customer service objectives for the unit			



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Assessment activities should become a performance objectives for staff			
Develop an employee recognition plan for "Wow Customer Service"			