

STEP's Commitment to Member Service

STEP believes that part of living our Corporate Values is a commitment to member service. The following is what we foster among our corporate culture to provide exceptional service to our members.

Service (from our Corporate Values):

"We want to provide timely and accurate assistance or information in accordance with client needs, **making sure we are giving the client more than he/she expects.**"

Responsiveness

- Return **every** client call or e-mail to STEP no later than within two working days.
- Upon request, or on the initiative of staff members, arrange proper meetings with our STEP clients in order to understand their needs clearly.
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Expectations Management

- STEP's objective is to minimize response time with respect to the client's request for information or advice. If the service requires in-depth research, we inform the client of the processing time needed.
- It is always better to "under promise" and "over deliver", than the other way around.
- Create "customer delight"!

Confidentiality and Trustworthiness

- We keep all client information in strictest confidence.
- We receive and hold all informal confidences; nothing is ever "off the record". This is a "No Gossip Zone".
- We are always mindful of all potential or perceived Conflicts of Interest.
- We develop secure IT systems and business processes to ensure confidentiality.

Accessibility

- Someone is **always** available to serve our clients and to talk to businesses and organizations about our programs by email or telephone.
- We ensure proper back up services and call forwarding.
- Our business hours in Saskatchewan are 8:00 a.m. – 5:00 p.m. Central Time, Monday – Friday.

Feedback and Listening

- We are committed to seeking our clients' views, listening to their needs, and taking action based on their feedback.
- We engage in "pro-active listening".
- We conduct surveys, evaluations and collect feedback via email and our website. Clients can expect to hear from us within 2 business days of making a voice mail or internet inquiry.

Courtesy and Professionalism

- Client's views and needs are important to us, and every customer can expect the highest level of treatment and "Gracious Professionalism".
- We always project a polite, patient and knowledgeable level of service.
- Punctuality is an important part of professional image and service.

Customer (Cultural) Sensitivity

- We acknowledge that cultural differences exist (as well as similarities), and we will work to the best of our abilities to be sensitive to these other cultural norms or differences, and not to impose personal values or judgments.
- We are completely “blind” to differences in gender, age, race, religion, creed, etc. There will be no customer discrimination based on these fundamental equality rights.
- However we will also defend the basic workplace rights of staff to be protected from extreme rudeness, threats or abuse.

Resourcefulness

- Since our Clients rely heavily on us to provide them with sound service, our staff people are highly trained individuals who have a thorough understanding of our vision, mission, programs, objectives, and initiatives; and who can help prevent and resolve problems. We “think on our feet”.
- We are not an organization to simply “pass the buck” or say “it’s not my department”.
- STEP is committed to maximizing the efficient use of resources, eliminating duplication, and carrying out collaborative efforts with our agency and business partners.

Communication

- STEP clients are entitled to “two-way” communication.
- We will share appropriate leads and requests, and work closely as an **integrated** team within STEP.
- We will work hard to eliminate all “silos” and “stovepipes” within STEP.

Added Customer Image and Business Processes

- Reception areas and signage
- Welcoming messages and hospitality
- Telephone etiquette
- Business travel with members and other clients
- Web site design and management
- E mail and Fax tag lines and messages