



**1.11. Customer Relations.** Good customer service translates into long-term stability for the organization. Every employee represents the District to our patrons and the community. This not only applies while on the Mt. Rainier Pool premises but also while off the premises. Community residents, patrons, and the public at large judge the entire District by how they are treated by every employee of the Mt. Rainier Pool and by the quality of our work. One of the highest priorities at District is to help any patron or potential patron in every way possible. Nothing is more important than being courteous, friendly, prompt, respectful, and helpful to our customers and community. Any infraction of this policy and standard of customer relations could result in disciplinary action up to and including termination of employment. Good customer service requires the following action on the part of the District staff:

- 1.11.1.** Every contact with the public, (including by telephone and electronic communications) is conducted with respect, care, patience and professionalism -- with no exceptions.
- 1.11.2.** Customer complaints are listened to respectfully and reasonable action is taken immediately to remedy the situation while the customer is still present. If the customer must leave before the complaint is remedied, the staff should try to collect the customer's contact information.
- 1.11.3.** If the cause of the complaint cannot be remedied immediately, the staff member receiving the complaint must communicate the complaint to the management and/or District General Manager as quickly as possible, including the customer's contact information.
- 1.11.4.** The management or District General Manager must make every reasonable effort to remedy the complaint and communicate that remedy to the customer.
- 1.11.5.** The District recognizes that some complaints cannot be remedied because the remedy is either not cost-effective or would cause comparatively greater harm or hardship for other patrons, staff, or the community. In those situations, the District will offer a sincere apology and a complete explanation to the patron.
- 1.11.6.** If a customer becomes physically or verbally abusive or otherwise presents a danger to the employee, other patrons or themselves, the staff member must still remain calm and respectful. However, staff are not required to put themselves into dangerous situations and must request assistance from management and/or the Des Moines Police Department as appropriate.

