



LOWER MAKEFIELD TOWNSHIP Parks & Recreation



This document is meant to provide staff with guidance regarding day-to-day procedure and expectations for interactions with visitors. It is important to communicate effectively and efficiently with the community to have successful programming. It is imperative that staff use clear language to set realistic expectations for communications. To make this successful, staff should also follow protocol so receive the level of service visitors are expecting.

Office Visitor Procedure

When a visitor arrives to the LMT Community Center they should check in at the Membership Office window. The administrative assistant or Membership coordinator will greet all visitors as they come to the window. There should always be one person in this office during all business hours. Residents should not enter individual offices unless escorted by an employee.

Guidelines:

- Under no circumstances should a visitor enter offices unless escorted by a Township employee.
- Under no circumstances should personal information about an employee be given out to visitor. (ie. They are home with a sick child, personal phone number, out at a doctors appointment, on a vacation) Keep It simple:
 - They are not available now.
 - They are out of the office until.....
 - They should be in touch with you within in one business day (if you know it will be longer direct the person to another staff or let the visitor know a good timeline.)
- **Employees should try to return all inquiries within 24 hours after all calls or inquiries within one business day.**
- If at any time you feel uncomfortable, ask the visitor to have a seat and call the first level manager to assist. If you feel unsafe but you feel comfortable to ask them to have a seat while you call someone. Ask them to have a seat, close the window and call the police.
- In the event it escalates beyond that follow the risk management protocols.

When a visitor enters the facility, they should be directed to the visitor window located to the left of the lobby.

The following steps should be followed:

- Welcome visitor if visitor wants to conduct general business or has a general question, please take care of them accordingly. Be sure to always thank the visitor before they leave.
- If the visitor asks to speak with a staff ask the visitor if they have an appointment.



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- If a visitor has an appointment **call** the employee to inform them that their appointment has arrived and is ready for them. While they are waiting you can offer them a seat on the couch.
- If the visitor does not have an appointment explain to the visitor, you will call the employee to see if they are available.
 - If the employee is available to meet with them. The employee will come out to the lobby to greet them.
 - If the employee is unavailable. Take a message and convey the information to the relevant employee. Follow the guidelines stated above.
 - NOTE: Offer the visitor a seat on the couch while they wait.
- If visitor does not have an appointment check to see if employee has availability. If not inform the visitor that they do not have availability and encourage them to call the employee to set up a meeting time.
- Appointments are encouraged

Phone procedure

- If the phone is ringing and there is a person in front of you, the person in front of you takes priority.
- Phone should be answered: “Lower Makefield Parks and Recreation, this is _____ speaking, how may I help you.”
- Messages should be checked throughout the day.
- All phone calls and VM should be logged in your phone log.
- All messages should be answered as soon as possible but no later than one business day.

Voicemail setup

All Parks and Recreation staff should have their voicemail set up for clear expectations.

“Thank you for calling Lower Makefield Township Parks and Recreation Department. You have reached -----NAME and title----- I am not available to take your phone call right now. For a call back please leave a detailed message including name, phone number and I will be in touch with you within one business day. Our hours of operation are Monday through Friday from 8AM-4:30PM. If this is an emergency, please hang up and dial 911.”



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The Pool Voicemail setup

“Thank you for calling The Pool at Lower Makefield Township. Our hours of operation are -----
-- We are not available to take your phone call right now. For a call back please leave a detailed message including name, phone number and someone will be in contact. If this is an emergency, please hang up and dial 911.”

Away Messages

If you are going to miss more than one day of work be sure to update away messages.

Voicemail: “If this is an emergency, please hangup and dial 911.

I will be away from my office from _____ to _____, I will be returning messages when I return. If you need immediate assistance, please contact _____.

Email:

I will be out of the office from _____ to _____, I will be responding to email when I return. For immediate assistance please contact _____.

If this is a true emergency contact 911.



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ACKNOWLEDGEMENT OF STAFF EXTERNAL COMMUNICATION PROCEDURE

I have received a copy of the Lower Makefield Township Parks and Recreation External Communication Procedure. I have read the procedure, I understand the procedure, and I agree to abide by the procedure.

Dated: _____

Signature

Print Name