## Service Excellence Action Plan for Central Administration Support Services (CASS)

Dimension	Action Step	Timeframe
Knowledge	Create a customer service standards document to ensure consistency in all employee messaging.	Already created. Will review with staff.
		Already begun and ongoing.
	During team meetings, discuss departmental processes so that all employees understand	
	and apply them consistenty.	
Communication	Employees will consistenty explain departmental processes to customers and check for understanding.	Already begun and ongoing.
	Update website to acurately reflect current processes and who does what. Regular updates to the website will be made when there are changes.	Already completed and ongoing.
		Already created. Will review with staff.
	Create a customer service standards document to ensure consistency in all employee messaging.	
Process Improvement	During team meetings, discuss departmental processes so that all employee understand and apply them consistenty.	Already begun and ongoing.
	Update website to acurately reflect current processes and who does what. Regular updates to the website will be made when there are changes.	Already completed and ongoing.