03-002 Desk Closure Statement

Los Angeles County Sheriff's Department

STATION ORDER

Cerritos Station

STATION ORDER NUMBER: **03-002**

Subject: **Desk Closure Statement**			
Effective Date:	12/14/2003	Last Date Revised:	
Last Date Reviewed:	03/10/2020	Next Review Date:	03/10/2021

PURPOSE:

The purpose of this order is to establish policies and procedures for enhancing the service we provide to our clients who call us for service. This directive shall be followed in addition to the procedures required by Manual of Policy and Procedures, Section 3-07/090.25 and Field Operations Region Directive 90-03, Handling Routine Incoming Calls / Telephone Demeanor.

ORDER:

As a service organization, we have a duty to provide the public we serve with the utmost in customer service from the very first contact. Often, that first contact is made when a citizen walks into a Sheriff's station or telephones the front desk for service. It is important that a citizen contacting our desk personnel feels that the employee was willing to listen to their problem, was professional in his or her demeanor and was responsive to their needs.

Effective immediately, the following shall be included as desk operations policy and procedures at all South Patrol Division Stations:

At the conclusion of assisting a caller with his/her concerns over the telephone, or helping a client at the station

lobby counter, personnel shall end their contact with the person by saying, "**Is there anything else I can help you with?"**

It is important that we continue to provide attentive, helpful, and courteous service to those who call us, or walk in, for assistance and/or guidance. By ending our conversation with clients using this phrase, we leave no doubt in their mind that we are sincere and here to help.

WATCH DEPUTIES' RESPONSIBILITIES

It shall be the responsibility of the shift Watch Deputy to ensure personnel assigned to the desk and lobby on each shift are aware of this new policy and that they incorporate this phrase at the conclusion of contact with callers**.**