1803: Web Page & Guest Book Retrieval and Distribution

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Section: Misc. Operations Reports
Subject: Web Page & Guest Book Retrieval and Distribution
Approved by: Jean Nowry
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Policy Owner:

Policy

The purpose of this Policy and Procedure is to facilitate the retrieval of information from our Web-Site and Guest Book, and to ensure proper distribution and tracking of the same.

Customer Care has been assigned this very important responsibility. The procedure will be as follows:

1. Monitoring will be done by the Customer Care Manager three times a day as follows:
    1. First thing in the morning between 8:00 and 9:00 a.m.
    2. After returning from lunch between 1:00 and 2:00 p.m.
    3. At the end of the day between 4:00 and 5:00 p.m.
2. After reviewing, the Customer Care Manager will forward all email to the Customer Care Specialist for processing.
3. Customer Care will process all leads, complaint calls, service requests and cancellation requests daily, according to Policy & Procedure 1802.
4. E-mail will be sorted by Service Center and e-mail
5. Service Centers will be called to verify receipt of all their messages. A notation of date, time, and who the messages were given to, will be made on the top-right corner of the message, for future reference. This will be filed in the monthly by Service Center files.

6. Customer Care will forward all employment inquiries directly to Human Resources. Each month HR will forward the resolution of these inquiries to Customer Care to be attached to the final report.
7. All other messages will be disbursed to staff as appropriate.
8. Every month end, a breakdown report will be prepared showing the types of email received, and the Service Centers they were related to. By the end of the month, Service Centers will email the resolution of all email to Customer Care. Customer Care will attach this information to the final report.

The Customer Care Manager will retrieve Massey Services' Guest Book messages. Each morning, the Customer Care Manager will print three copies of the Guest Book messages. One copy will be given to the Information Systems Manager for file purposes. The second copy will be given to Customer Care for distribution and tracking as noted in 1 - 6 above. The third copy will be reviewed by the Customer Care Manager to determine if any items are to be deleted prior to posting to the web site. After the review, the Customer Care Manager will post messages to the site.

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