* M E M O R A N D U M   
    
    
  To:      Team 2 [Employees]   
         
    
  From:       Eliza Lynch, Manager   
                           
    
  Date:        October 6, 2010   
    
  RE:        Customer Service   
  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
    
  Greetings Everyone:   
    
  I would like to take this opportunity to thank Team 2 for doing a great job over the summer.  Our department has consistently met sales quotas with minimal turnover, and attendance continues to be near-perfect.     
    
  Now that were engaged in a busy fall season, it is vital that we consider the goal of providing excellent customer service at all times.  Without our clients, we would not exist--our company and employment is completely reliant on business relationships.  In fact, during these economic times in the USA, we are truly blessed to be operating a successful enterprise.   So, keeping this in mind, we will have a mandatory training session next week to highlight practices referenced in this memorandum.     
    
  In the interim, the following requirements must be facilitated immediately by all employees:   
    
  **TELEPHONE**   
    
  Calls will now be monitored, and it is imperative that our team treat clients with utmost courtesy.  This means all phone calls require efficient handling.  Listen very carefully to caller requests and see if you can resolve inquiries yourself, rather than transferring clients to other departments.  Respond to messages within 24 business hours, meet caller's needs, and always ensure the highest customer satisfaction.   
    
    
   **APPOINTMENTS**   
    
  Everyone is responsible for appointment-setting, and this includes scheduling days/times for callers.  Remember that all appointments must be prioritized over walk-in customers.  Failing to meet the schedule is unacceptable, as deadlines exist to ensure that service workers are on time for appointments. Timing is everything!   
    
  Again, you're all doing a fantastic job; however, telephone courtesy and appointment scheduling with prioritization requires enhancement that better represents the company and Team 2 as a whole.  Be sure to begin implementing the above strategies now, and let me know if you have any questions or recommendations.  I look forward to our training session next week, which will occur on Wednesday at 2:00PM in Room E on the 3rd Floor.   
    
  In the meantime, keep up the good work!   
    
    
  Sincerely yours,   
    
  Eliza Lynch  
  Team 2 Manager

**Attachment(s):**

None