



JUDICIARY OF THE U.S. VIRGIN ISLANDS

We are all caretakers of the Judicial Branch of the U. S. Virgin Islands' reputation and play a critical role in ensuring a great work environment and protecting our culture. Individual actions at work shape how courts are viewed. How we conduct business and treat others affect our customer's ability to have trust and confidence in the judicial system.

Many categorize customers as either internal or external. Internal customers are anyone who depends on someone else within the same organization for information, materials, products, information, or services. Internal customer service is the service we provide to fellow employees and other divisions within our courts as well as our suppliers and anyone else with whom we work to get our jobs done. It is what we do when a colleague asks us to provide information needed to analyze a document or service; it is what we say when someone asks us to represent the Judicial Branch or one of its component courts or divisions at an event; it is how we greet and respond to a peer who walks into our office with an "I need something from you" expression on their face.

In serving our internal customers, we will not wait for colleagues to ask for information they need to do their jobs. We will offer it to them, before they need it, before they know they need it, and once authorized. We will think of ways that our information/statistics/data can help others and tell them. If part of your job description already involves preparing information for others, we will expect you to do it as though you are delivering a product to an external customer. Your fellow employees will appreciate your interest and openness, recognize your keen insight, and continue to build the Judicial Branch of the Virgin Islands.

On the other hand, external customers are an external person, body or structure that is a beneficiary of the services or product of a particular organization. As a public sector organization we have a duty to provide services that are paid for by residents and businesses. At the Judicial Branch of the Virgin Islands, we value our customers and place them first. We will exceed their expectations by providing courteous, efficient, professional, accountable and accessible services. We will never accept near enough as good enough. We will strive to achieve the right customer solution and remain in compliance with the law.

While we recognize that without serving our internal customers well, we will never be able to serve and delight our external customers, we will not differentiate and will treat all customers, internal or external, to the same high quality standards. We strive to make our customers fans of the Judicial Branch of the Virgin Islands with services they can depend on.

To fully incorporate sound customer service principles into the day-to-day operations of each employee, we have developed a Gold Customer Service Standard that has measurable customer service standards with the goal of providing legendary services to our customers and the public. Our standards will be publicly posted and we are willing to be judged by them. Our success will be measured by the regular feedback received from our customers through surveys and written documentation. We will monitor our efforts and:

- Strive to provide legendary customer service.
- Make it easy to make a complaint, comment or suggestion.
- Monitor complaints to ensure we learn from our mistakes.
- Publicize our customer standards within the Judicial Branch and to our customers.
- Monitor our performance against these standards and continuously improve service.
- Train and support our staff in providing better customer service.

We succeed by creating satisfied customers through all of our employees working together. However, to demonstrate our commitment to service, employees who surpass the Gold Star Service Standard will be rewarded with well earned incentives. Smile, you're on camera.

/s/ Rhys S. Hodge
RHYS S. HODGE
Chief Justice



Gold Star Customer Service Standards

Our team members are chosen not only for their skills and abilities, but also for their attention to detail and desire to help everyone they are in contact with. Our **Gold Star Service Standard** pledges that we will do the following:

Courteous

- ❖ Provide legendary customer service to our internal and external customers and go the "extra mile" to exceed expectations.
- ❖ Pleasantly and politely answer all calls within 3 rings stating our name and division. Depart with a positive farewell.
- ❖ Update voicemail messages and e-mail signatures when out of the office for more than one day stating the time period, return date, and alternate person(s) to contact for assistance.
- ❖ Never answer calls using the speakerphone. If using the speakerphone, we will announce all occupants in the area.
- ❖ Listen attentively and apologize to customers. When transferring calls, we will state the customer's name, reason for inquiry, and assure an answer before releasing the transfer.
- ❖ Never illegally harass or discriminate against a customer.
- ❖ Say "Thank you".

Efficient

- ❖ Develop innovative and flexible solutions using technology to bring about change, effectiveness, and proficiency.
- ❖ Communicate in plain language and provide prompt and accurate information.

Professional

- ❖ Act ethically, take responsibility and refrain from engaging in illegal and inappropriate actions or behaviors in all situations.
- ❖ Present a professional and neat appearance in our attire and at our workspace.
- ❖ Return calls within one working day if a message was left.
- ❖ See customers within 10 minutes if there is no appointment and 7 minutes of an appointment time, but if we can't we will explain why and notify when the schedule allows.
- ❖ Reply to letters and faxes within 7 working days.
- ❖ If your query can't be resolved within 7 days we will contact you to explain why and give you a timetable.
- ❖ Check e-mails at least twice per day while at work, once in the morning and once in the afternoon and responding fully within 7 working days.
- ❖ Respond to complaints within 10 working days.
- ❖ Resolve queries at the first point of contact or provide details of who can help, together with timetables.
- ❖ Provide information on waiting times or offer appointments for certain services if customers choose not to wait.

Accountable

- ❖ Have integrity and be honest in all our communications.
- ❖ Receive feedback from our customers and find innovative ways to improve.
- ❖ Continually train and develop ourselves and our fellow co-workers.
- ❖ Ensure patrons are safe and secure while conducting business at court facilities.
- ❖ Safeguard privileged information and maintain confidentiality.
- ❖ Measure and monitor our progress on each project.
- ❖ Publish our customer service standards and measure our performance against them.
- ❖ Have well-trained and confident staff that have the skills and knowledge to do the job and do it well.
- ❖ Remain fiscally responsible.
- ❖ Be energy efficient and ecologically conscious conserving energy and resources where possible.

Accessible

- ❖ Adhere to opening times, reporting to work on time and ready to work.
- ❖ Make sure our public buildings and events are accessible to all persons including persons with disabilities.
- ❖ Provide seating and a space to fill out forms and private areas that respect privacy if required.

I have read and reviewed the Gold Star Customer Service Standard. I agree to the Gold Star Customer Service Standards as prescribed by the Judiciary of the U. S. Virgin Islands. I am aware that I will be evaluated on my ability to meet the standards during all performance reviews.

Employee Signature

Date Signed

Employee Name (Please print)