Customer Service Plan

What is our Mission?

Academy is committed to providing high quality transportation services. This is accomplished through a strategic and talented work force, continuous training, cost control and accountability, productivity and responsiveness, and strong emphasis on customer satisfaction. This dedication to produce the highest quality transportation services and to achieve outstanding customer satisfaction has sustained Academy’s performance and has contributed to our being recognized for excellence throughout the transportation industry. Customer Service Standards:

Attitude

• Greet all customers in a friendly and professional manner by displaying a positive attitude. For example, use words such as “please”, “yes”, “hello” and “thank you”.
• Remain calm when encountering an upset customer, try to calm the customer, listen carefully and show empathy with customer’s problem.
• Be capable of communicating clearly in English when in contact with customers.
• Refrain from using foul or inappropriate language at all time.
• Make every effort to satisfy customers’ needs, even when those needs are outside your specific job scope.
• Wear clean, neat and pressed Uniforms while on duty.
• Focus on customers and not gather in a group to chat while on duty.
• Do not eat, drink or smoke in company vehicles.
• Assure that the customers’ needs are met by providing or calling for the appropriate services.
• Do not a nap or sleep while on duty or in a public area.
• Do not use personal radios or tape/disc players or cell phones while driving.

Knowledge

• Be well informed, capable of providing directions and know where and how to obtain requested information or services for customers.
• When encountering a dissatisfied customer, obtain the facts, state any applicable policy clearly and politely, and be able to offer a solution or an adequate alternative to the customer. If unable to satisfy the customer or resolve the issue, direct the customer to immediate supervisor.
• Know where and how to obtain assistance to resolve customer questions or problems if language barrier arise.
• Know where and how to obtain assistance in order to respond to medical operation emergencies.

Schedule

• When operating on a set schedule, one rule is more important than ever – “SAFETY FIRST, SCHEDULE SECOND”. This is the golden rule of bus driving. Safety must be your top priority at all times. Sacrificing safety to stay on schedule is a major cause of accidents.
• Bus operators must never run ahead of schedule unless directed by supervisor. Buses that run early leave their customers behind.