

SERVICE LEVEL AGREEMENT

Reception Services

November 2017

Contents

1. General statement.....3

2. Breaches of the service level/ comments 3

3. Changes to the service level..... 4

4. Version control.....5

1. GENERAL STATEMENT

1.1 Reception is part of Administration Services within Campus Services and is a University service provider with a remit for:

Reception Services

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

1.2 This Service Level Agreement (SLA) is designed to provide both staff and resource support to staff, students, contractors, tenants and visitors to the University.

2. BREACHES OF THE SERVICE LEVEL/ COMMENTS

2.1 The Campus Services Administration Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Campus Services Administration Manager
Room G26
Whiteknights House
University of Reading
Reading
Berkshire RG6 6AH

All complaints will be dealt with in accordance with the University's complaints procedures.

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Campus Services for further investigation.

2.3 Access to the Section's feedback and comments pages can be found at

<http://www.reading.ac.uk/fmd/campus-services/fmd-cs-reception.aspx>

3. CHANGES TO THE SERVICE LEVEL

3.1 The Campus Services Administration Manager will review the SLA annually (September) and proposed changes will be brought to the Estates and Facilities Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

| Service | Level of Service |
|------------------------------------|--|
| Opening Hours | <p>Reception Services operating hours are 08.30 – 17.00 for the Whiteknights House and London Road Receptions and for 10.00 – 14.00 for Palmer Reception.</p> <p>A Receptionist will be on duty based at these locations during the opening hours as detailed above.</p> <p>In the event where due to exceptional circumstances a reception will remain closed, users will be notified by appropriate signage and directed to the nearest Reception or to contact Security Control. Access to a telephone will be provided for this purpose.</p> <p>Out of hours emergency answering service via Security control (Ext 7799)</p> |
| Response Times | <p>Any incoming telephone calls will normally be answered within 6 rings, if the call is diverted to voice mail your request will be answered within 4 hours during operational times or the next working day.</p> <p>Reception Services will respond to and deal with email enquiries sent to reception@reading.ac.uk within 4 hours during our working hours Monday to Friday</p> |
| Service Objectives | <p>To provide a professional, friendly, courteous and helpful reception and information service to the visitors, staff, students and contractors to the University.</p> <p>To achieve customer satisfaction through engagement and responsive actions</p> <p>To encourage customer feedback by providing feedback forms to University users within schools and offices.</p> <p>To measure, monitor and report service performance and pro-actively address areas for improvement.</p> <p>To understand the customer requirements and aim to provide a high-quality service</p> |
| Principle Service Provision | <p>Reception Service (Meet and Greet, Directions and Advice, collection point for Vehicle Entry Permits)</p> <p>Information Service for the University</p> <p>Issue point for Parking Vehicle Entry Permit</p> <p>Visitor parking service for Carpark 5</p> <p>Lost and Found Property</p> |
| Training | <p>Staff are trained to maintain Customer Service Excellence.</p> <p>Campus Services have achieved ISO9001:2015 and Investors in People awards.</p> |

To ensure performance standards are maintained, feedback is monitored to proactively address areas for improvement.

Our service includes

| Area | Location | Coverage |
|-----------------------------|------------------------|---|
| Reception | Whiteknights House | Meet and greet to all visitors to the University |
| | London Road | Advice for directions, assistance |
| | Palmer Building | Answering Telephone calls |
| | | Collection point for Vehicle Entry Permits (VEP) for Staff Parking arrangements for Carpark 5. |
| Lost Property | Palmer Building | Collection of items of Lost/Found Property |
| | | Recording and Storage of items |
| | | Point of Contact for retrieval |
| | | Secure disposal of unclaimed items within allotted time frame |
| Vehicle Entry Permits (VEP) | Palmer Building | Process and issue of VEP for Staff |
| | | Process and issue of VEP for Students in accordance with the University Policy for issue |
| | Whiteknights Reception | Process and issue of VEP for Contractors and visitors |

4. VERSION CONTROL

| Version | Keeper | Reviewed | Approved by | Approval Date |
|---------|-------------------------|----------|---------------|-------------------------------|
| 1.0 | Administration Services | Annually | EFC Ref 14/69 | 1 st December 2017 |
