

SERVICE LEVEL AGREEMENT

Reception Services

November 2020

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1. GENERAL STATEMENT

1.1 Reception Services 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 complaints procedure for Campus Services and if necessary, the University's complaints procedure.

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 Reception Services' feedback and comments pages can be found [here](#).

3. CHANGES TO THE SERVICE LEVEL

3.1 The Campus Services Administration Manager will review the SLA annually (November) and proposed changes will be brought to the Estates and Environment 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 for our receptions are:</p> <p>08.30 – 17.00 for Whiteknights House;</p> <p>08.30-13.00 for London Road, building L16;</p> <p>10.00 – 14.00 for the Palmer Building.</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/or email 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 or Ext 6300)</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 within 4 hours during operational hours, or by the next working day.</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.</p> <p>To measure, monitor and report service performance and proactively 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 Permits.</p> <p>Visitor parking service for Carpark 5.</p> <p>Lost Property.</p>
Training	<p>Staff are trained to maintain Customer Service Excellence.</p> <p>Campus Services have achieved ISO9001:2015 accreditation.</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 and assistance.
	Palmer Building	Answering Telephone calls and email queries.
		Parking arrangements for Carpark 5 (Whiteknights House).
Lost Property	Palmer Building	Collection of items of Lost Property
	London Road	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, Associates, tenants and visitors.
		Collection point for Vehicle Entry Permits (VEP) for Staff.

4. VERSION CONTROL

Version	Keeper	Reviewed	Approved by	Approval Date
1.0	Administration Services	Annually	EFC Ref 14/69	1 st December 2017
1.1	Administration Services	Annually	E&E Ref 18/20	30 th November 2018
1.2	Administration Services	Annually	E&E Ref 19/66	29 th November 2019
1.3	Administration Services	Annually	E&E Ref 20/50	27 th November 2020
