Service Standard and Satisfaction Targets Template				
Service Standards Our commitments to clients	**Targets**	**Verification**	**Reporting frequency**	**Accountability**
To answer voice mail messages within 3 hours	80 % of the time	Mystery shopper	Bi-annually	Director, Client Services
To serve you in our office within 20 minutes of arrival	75 % of the time	Electronic device	Monthly	Local offices managers
To reply to a mail request within 3 weeks	90 % of the time	Correspondence records	Bi-annually	Director, Client Services
To provide service in both official languages	100 % of the time	Mystery shopper	Semi-annually	Official Languages Officer
	Satisfaction targets	**Verification**	**Reporting frequency**	**Accountability**
	75 % very satisfied with overall access to service	Client survey	Annually	
	90 % very satisfied with staff courtesy	Client survey	Annually	

SAMPLE - WORKSHEET - SAMPLE - WORKSHEET - Service Improvement