

SERVICE LEVEL AGREEMENT

Reception Services

November 2021

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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 within Palmer and Whiteknights House at the Whiteknights Campus and L014 at the London Road campuses

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

The services provided are aligned to the overall function and fulfilment, including a focus on customer satisfaction, of the Campus Services Quality Policy and objectives. Campus Services operates a Quality Management System, to which this SLA is a component part.

- 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 G23
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 Campus Services Director 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 that results in a sustained change to this SLA, 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 during the operating hours of the individual receptions as listed above. If the call is diverted to voice mail your request will be answered within 4 hours during operational times or the next working day, whichever applies.</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> <p>Response times during peak operating periods such as Sept/Oct and the beginning of terms may be affected. We will endeavour to continue to meet our response time objectives but please be aware it may take longer to respond during these times.</p> |
| Service Objectives | <p>To understand customer requirements and aim to provide a high-quality service.</p> <p>To achieve customer satisfaction through engagement and responsive actions.</p> <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 measure, monitor and report service performance and proactively address areas for improvement in three keys areas:</p> <ul style="list-style-type: none">• To respond to emails received within 4 hours or by the next working day.• To receive no more than 5 complaints a term.• To process received Lost Property within 4 weeks from the date of receipt. |

Principle Service Provision Reception Service (Meet and Greet, Directions and Advice, collection point for Vehicle Entry Permits (VEP)).

Information Service for the University.

Processing and responding to staff, student, associate, tenant, contractor and visitor parking permit applications

Issue point for Parking Vehicle Entry Permits.

Visitor parking service for Carpark 5.

Lost Property.

Training Staff are trained to maintain Customer Service Excellence.

Campus Services have achieved certification from BSI for an ISO 9001:2015 Quality Management System..

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. |
| Lost Property | Palmer Building | Collection of items of Lost Property. |
| | London Road | Recording and Storage of items. |
| | | Point of Contact for retrieval. |
| Vehicle Entry Permits (VEP) | | Secure disposal of unclaimed items within allotted time frame. |
| | Palmer Building | Processing and responding to staff, student, associate, tenant, contractor and visitor parking permit applications |
| | Whiteknights Reception | Processing and responding to staff, student, associate, tenant, contractor and visitor parking permit applications Parking arrangements for Carpark 5 (Whiteknights House). |

4. VERSION CONTROL

| Version | Keeper | Reviewed | Approved | by | Approval Date |
|---------|--------|----------|----------|----|---------------|
|---------|--------|----------|----------|----|---------------|

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|-----|-------------------------|----------|---------------------------|--------------------------------|
| 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 |
| 1.4 | Administration Services | Annually | Estates Committee Ref 21/ | 26 th November 2021 |
