

From: Uswa, Wanda P
To: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 1/9/2007 12:45:19 PM
Subject: FW: Customer Service/staffing/road test

FYI

-----Original Message-----

From: Uswa, Wanda P
Sent: Tuesday, January 09, 2007 12:36 PM
To: DMV FO Managers
Cc: Field Administration
Subject: Customer Service/staffing/road test

Yesterday, I was made aware of two Branch Offices that were not properly staffed and therefore did not run road test during the lunch hours. This is unacceptably customer service and resulted in complaints going to the Directors Office.

Branch Managers are responsible for approving leave to assure offices are properly staffed. If someone does not report to work as scheduled due to illness, emergency, etc. and it results in the office not being staffed to efficiently serve Customers the Branch Manager should immediately contact their RAFA and request relief help.

It is the responsibility of the Branch Manager to assure that the Branch Office is properly staffed to serve the customer. Your RAFA will work with you to provide additional help when needed. If any Manager has a problem in getting assistance contact Field Administration.

As discussed in previous Branch Managers meetings, under no circumstances should a Branch Office refuse a customer a road test during lunch hours or any other time during the work day due to an examiner not being available. Current office staffing provides for you to be able to serve the customer in all areas of DMV services during the workday. If you feel for any reason your office is not at the proper staffing level address this in writing to your RAFA giving justification as to why you need additional staff.

Should I receive complaints in the future of customers being told that you cannot administer road test or any other customer service due to staffing, disciplinary action will result.

I know as Branch Managers I can count on your Leadership to provide the level of Customer Service expected by this agency.

Wanda P. Uswa
Field Services Administrator
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