



The Town of Leesburg
INTEROFFICE MEMORANDUM
DEPARTMENT OF PARKS AND RECREATION

TO: JOHN WELLS, TOWN MANAGER

FROM: RICH WILLIAMS, DIRECTOR, PARKS AND RECREATION

SUBJECT: FRONT DESK STAFF SEATING AT IDA LEE

DATE: March 28, 2014

At the request of Councilmember Hammler, I am providing an informational memo on a customer service practice at the front desk at Ida Lee Park Recreation Center. Specifically, this practice is related to when front desk staff members are permitted to use a chair while on duty at the front desk.

As you know, customer service is paramount to our operational success at Ida Lee. As a result, the front desk area was specifically designed to enhance the customer service experience for our customers by creating a warm and welcoming environment. Our staff development training program focuses on engaging the customer whenever possible in a friendly, face to face manner. This experience mirrors the welcoming experience provided at hotels, resorts, restaurants, and department stores.

In addition to interacting with our customers, the department maximizes its resources by having our front desk staff play an important role in the provision of facility and guest security. This is efficiently accomplished by having our staff visually monitor all activities surrounding the entire desk area when not directly engaged with a customer.

In order to minimize the fatigue of standing for a prolonged period of time, the department provides cushioned floor mats and step stools at each computer terminal used by front desk staff. Employees who work in excess of a 4 hour shift are provided with a paid break for rest periods. The department also provides a chair that is located in the front desk area to accommodate the needs of employees who are unable to stand for a prolonged period of time due to a physical condition.

In summary, the front desk operations at Ida Lee are designed to enhance the customer service experience for our guest while also providing efficient use of our existing resources for security purposes. The department is also very conscious of employee needs and provides appropriate accommodations.