

**Customer Service Action Plan Format (Including Service First Actions)
Recommended Format**

Specific actions must include as a minimum:

1. Enter the actual “percent satisfied” from the high to moderate leverage arena for each customer group (if item comes from a survey);
2. A brief description of the actions planned for each improvement opportunity selected;
3. Performance measure (evaluation of progress and achievement) for each action planned; and
4. Name and phone number of the manager(s) responsible for implementing the action.

Customer group	Arena or general area of concern	Action item Summary (What we will do and how it will get done)	Measurement used to determine success of action item	Due Date	Manager Contact phone #