



OUR HUMAN-FIRST RESPONSE STANDARD

How Long Does It Take to Get a Response?

When you contact The Service Standard Institute, your message is not treated like a number in a queue. A real person reviews your inquiry so the response can reflect what you actually asked for.

A REAL PERSON WILL CONTACT YOU

Our goal is to provide a human response within **one business day**. We use forms and technology to collect information and keep communication organized, but they do not replace the conversation.

What you can expect

1

Your inquiry is reviewed

ATSSi team member reads the information you submitted - not just the subject line or an automated summary.

2

A human reaches out

You will receive a direct response by email or phone based on the information you provided and the nature of your request.

3

We ask what we still need to know

If your request involves customized training, a city partnership, organizational consulting, or a speaking engagement, we may ask a few additional questions before preparing next steps.

4

We move the conversation forward

When appropriate, we will schedule a strategy or discovery conversation, provide the right resource, or begin developing a proposal.

Response timing

- **General inquiries:** human response targeted within 1 business day.
- **Training, city/organization, partnership, or speaking requests:** initial human response targeted within 1 business day; detailed scopes or proposals follow after the need is reviewed.
- **Evenings, weekends, and holidays:** inquiries are normally reviewed on the next business day.
- **Time-sensitive requests:** include the date or deadline in your message so our team can immediately see the urgency.

Why we do it this way

TSSi believes automation should support the relationship, not become the relationship. You may receive an automatic confirmation that your form or message was received, but that confirmation is not the conversation. A person follows behind it.

HUMAN CONNECTION IS PART OF OUR SERVICE STANDARD

You should know who you are talking to, have an opportunity to explain what is happening in your organization, and receive a response that makes sense for your situation. That is the standard we want to model - not just teach.

Need to contact us directly? Email info@theservicestandardinstitute.com or call **940-263-1332**.