

APPROVED by
Director of the Lithuanian Sea Museum
28 February 2023, order No. VĮ-21

STANDARD OF SERVICES PROVIDED TO CUSTOMERS BY THE LITHUANIAN SEA MUSEUM

I. GENERAL STATEMENTS

1. The Lithuanian Sea Museum (hereinafter referred to as the Museum) is a national museum, a state budgetary institution that stores, keeps, investigates, conserves, restores and popularises museum values demonstrating the history of Lithuania as a maritime state and the diversity of marine nature. The Museum is attributed to the natural and historical (history of navigation) type of museums.
2. When providing services to visitors, customers and other interested parties as well as in its daily performance, the Lithuanian Sea Museum complies with the following values:
 - 2.1. Reaching for the common goal, i.e. not only the understanding the Museum's goals, commitment to them, but also the ability to combine different opinions, individual and Museum's aims to achieve the common goal.
 - 2.2. The competence, i.e. continuously improving and manifesting not only through knowledge of professional performance but also courage to approach its limits, ability to learn from own and others' mistakes.
 - 2.3. Mutual respect, i.e. we value each staff member's contribution, trust him/ her, foster good relationships with visitors, customers and other interested parties.
 - 2.4. Responsibility for own performance and the Museum where we feel being hosts and are active members of its life.
3. The purpose of the Standard of Services Provided to Customers by the Lithuanian Sea Museum (hereinafter referred to as the Standard) is to define the principles, guidelines of provided services, to ensure high quality and long-lasting relationships based on mutual respect.
4. The Standard of Services is based on the Regulations of the Museum, Rules of Services Provided to Visitors, Code of Ethics. Moreover, the Standard of Services complies with the statements of the Citizen Charter concerning quality of services and serving (striving to provide uniform and quality service to customers meeting citizen's needs based on mutual respect).
5. This Standard of Services applies to all individuals who create experiences of visitors or users of other services: museum staff members, volunteers, individuals who carry out practical placement and commercial activities on the territory of the Museum. Hereinafter in the Standard of Services, all these individuals are called providers of the services.
6. Providers of the Museum's services continuously seek to ensure the highest quality of service and improve it, ensure high satisfaction with its services by visitors, clients and other interested parties (hereinafter in the Standard of Services, all these individuals are called receivers of services).

II. CONCEPTS

7. Concepts used in the Standard of Services:
 - 7.1. The Standard of Services Provided by the Museum is a document that has been approved by the order signed by the director of the Museum; its purpose is to continuously improve and ensure provision of Museum's services and quality of service for customers.
 - 7.2. Receivers of the services:

- 7.2.1. Visitors, customers are receivers of the services who use the services provided by the Museum and individuals who carry out commercial activities.
- 7.2.2. Interested parties are natural persons, legal entities or other subjects to whom information is provided at the Museum's information centres, via phone, in writing (by post or via e-mail), via virtual communication platforms etc.
- 7.3. Providers of the services:
 - 7.3.1. Staff members of the Museum are individuals who work at the Museum on the basis of an employment contract.
 - 7.3.2. Volunteers are members of the Museum's community, who perform volunteering activities on the basis of short-term or long-term contract.
 - 7.3.3. Trainees are individuals carrying out their practical placement, who sign a trilateral contract for practical training at the Museum.
 - 7.3.4. Individuals who carry out commercial activities on the territory of the Museum: providers of catering or other services, who have signed a contract with the Museum, and their staff members.
 - 7.3.5. Paid or free-of-charge services of culture, education and other provided to individuals by the Museum, that are allowed and listed by the order of the Minister of Culture of the Republic of Lithuania for museums which are subordinate to the Ministry of Culture. The documents that regulate the performance of the Museum are available on the web site of the Museum at www.muziejus.lt, section "About us / Administrative information/ Services" (in Lithuanian "Apie mus/ administracinė informacija/ Paslaugos"). Services of the Museum are provided in a contact way: in service spaces and public spaces, when representing the Museum both outside its premises and in a distance mode (virtually).

III. PRINCIPLES OF PROVISION OF THE SERVICES

- 8. Providers of the services comply with the following principles:
 - 8.1. Respect and goodwill. In communication, general rules of respectful communication and etiquette requirements as well as the golden rule, i.e. treat others the way you want to be treated, are followed.
 - 8.2. Parity. All receivers of the services are treated equally, despite their gender, race, nationality, language, origin, social status, belief or attitudes, sexual orientation, disability, ethnic identity or religion.
 - 8.3. Attentiveness and helpfulness. Care, openness and attentiveness are demonstrated complying with the provision that visitors, customers, interested parties are the value of the Museum.
 - 8.4. Professionalism and flexibility. Timely, correct, clear, understandable, detailed, relevant information is provided. Issues related to the provision of the services are dealt with immediately. The opening hours are used efficiently and rationally.
 - 8.5. Assessment and improvement of the provided services. The Museum conducts research and surveys of customers concerning their satisfaction with the services they received. Always, there is a possibility to leave a written or oral review about the services, and actions to improve the service quality are taken.

IV. SPACE FOR PROVISION OF SERVICES

- 9. The space for provision of the services is prepared in advance to welcome and properly serve receivers of the services.
- 10. Every provider of the services takes care of clean, safe and tidy space. Measures for building sustainable behaviour have been implemented, waste is sorted at the Museum.
- 11. The Museum displays clear information stands and signs outside and indoors indicating the direction of provision of the services.

12. When it is necessary to leave the workplace (hygiene, lunch break etc.), means of work, inventory are put in a safe place, a computer and/ or other documents related to confidential information are protected.
13. It is ensured that relevant information would be made available for receivers of the services in a well-noticed place and that advertising materials would be relevant and visually neat.
14. Clothes and appearance of service providers are clean and neat.
15. The territory of the Museum is under video surveillance.

V. PROVISION OF SERVICES TO CUSTOMERS

16. Provision of the services to customers encompasses various ways of direct and indirect contact, starting with the first contact with a person or meeting him/ her and ending the provided service and/ or saying goodbye to a person:
 - 16.1. Receivers of the services are welcomed by a greeting.
 - 16.2. Providers of the services do not use jargon, unfamiliar terms or shortenings, incriminatory statements, observations or comments regarding aspects of nationality, race, ethnicity, age, political preferences, gender.
 - 16.3. If providers of the service do not know the answer to the asked question, they shall tell other ways to get the needed information, if necessary, consult another staff member who is able to solve that particular issue.
 - 16.4. When serving, providers of the service do not consume food or drinks, do not discuss behaviour of other people, do not talk to colleagues or on the phone on personal matters.
 - 16.5. Providers of the services warn about atypical situations, anticipated time for waiting for a particular service and/ or likely obstacles/ malfunctioning preventing from the provision of a particular service.
 - 16.6. Every receiver of the service is seen off by saying a polite goodbye.
 - 16.7. Detailed recommendations on behaviour and communication of individuals who provide services and communicate with customers are presented in the annex of this Standard, "Guidelines for Service Providers at the Lithuanian Sea Museum".

VI. PROVISION OF SERVICES TO INDIVIDUALS VIA ELECTRONIC MEANS AND PHONE

17. When providing the services to customers via telephone or other means of distance communication:
 - 17.1. To try to answer the phone call as soon as possible (it is recommended to answer the phone call after the 3rd signal).
 - 17.2. When communicating with a customer via phone, the title of the Museum, the name of a speaker and greeting phrases are said.
 - 17.3. Always, there is a possibility for an inquiring customer to say a full question/ request/ problem without being interrupted.
 - 17.4. If possible, an inquiry is answered during the first contact, the same call.
 - 17.5. If it is impossible to give an answer immediately, an inquiring person is asked to arrange a suitable form and time for providing the answer.
 - 17.6. A conversation is ended (hung up) by a person who called.
18. Simple inquiries received via e-mail are answered within 3 workdays; complex questions and those requiring a more detailed analysis are answered within 20 workdays. The answer is finalised with a full name, job position, subdivision, contact information of the staff member.

19. If it is impossible to answer an e-mail letter (e.g. a staff member is away for a training session, on vacation etc.), an automatic reply message including contact information of a substituting person and the time of return back to the office are indicated.

VII. RESOLVING PROBLEM ISSUES AND CONFLICT SITUATIONS

20. When solving a problem situation/ conflict, respectful conduct of all parties is highly important.
21. If the conduct of a receiver of the services is inadequate or includes obvious features of criminal or administrative offence, providers of the service hold the right to not serve such customer and inform Museum security staff or special services.
22. If a receiver of the services submits an official complaint in writing to ljm@muziejus.lt, the Museum undertakes obligation to provide the answer within 20 workdays.

VIII. FINAL STATEMENTS

23. The Standard of Service is publicly available at the official web site of the Museum at www.muziejus.lt, section "About us/ Administrative information" (in Lithuanian "Apie mus/administracinė informacija").
24. Concerning provision of the services, address the following:
 - 24.1. General information: Visitor Services Department, +370 659 61 497, info@muziejus.lt.
 - 24.2. Educational services: Education Department, +370 659 21 932, educacija@muziejus.lt.
 - 24.3. Services of the dolphin-assisted therapy: Centre of Dolphin-Assisted Therapy, +370 659 21928, dts@muziejus.lt.
 - 24.4. Events, rent services: Department of Cultural Communication and Marketing, +370 698 37299, ljm@muziejus.lt.
25. Commitments of the Museum:
 - 25.1. Providers of the services at the Museum continuously improve their professional competencies seeking to gain necessary skills and required knowledge.
 - 25.2. Seeking feedback, the Museum periodically conducts self-assessment of quality of the provided services; results of this help finding out the needs of the Museum visitors, customers and other interested parties, a level of their satisfaction with the services. With regard to this information, factors that result in dissatisfaction are eliminated.
 - 25.3. The Museum's opening hours, prices, services are approved by the order of the Director of the Museum and officially made available at the Museum's web site at www.muziejus.lt.