

FamilySearch Support

Online, On the Phone, On-Site



PURPOSE

"Follow the spirit to provide **FRIENDLY, ACCURATE,** and **TIMELY** assistance that empowers members to identify their ancestors, link them into families, and ensure that temple ordinances are performed for them."

STANDARD

FRIENDLY

"Let thy bowels also be full of charity towards all men..."
(D&C 121:45)

- Set and maintain a friendly tone
- Demonstrate that you care

ACCURATE

"... I will teach you the good and the right way."
(1 Samuel 12:23)

- Follow the Spirit
- Follow the process (Ask, Find, Teach)

TIMELY

"Organize yourselves; prepare every needful thing; and establish...a house of learning...a house of order..."
(D&C 88:119)

- Maintain control of the conversation; stay on topic
- Write concise and easy to read correspondence
- Strive to provide the correct answer on the first contact

PROCESS

"Ask, and it shall be given you; seek, and ye shall find; knock, and it shall be opened unto you." (Matthew 7:7)

1. ASK

- Ask clarifying questions to understand the issue
- Ask to see what the patron sees (if necessary)

2. FIND

- Find the answer in the knowledge base
- Find the answer from knowledgeable individuals

3. TEACH

- Teach the patron the answer and how to find future answers
- Teach FamilySearch Support what you learned