

Customer Service Standards

STANDARDS	COMMITMENTS
<p>Treat customers with dignity and respect</p>	<ul style="list-style-type: none"> • Acknowledge the uniqueness of each individual and their specific needs • Genuinely listen, speak respectfully and be accountable for words and actions • Be patient, understanding and courteous
<p>Provide the most accurate and appropriate information</p>	<ul style="list-style-type: none"> • Take time to clarify the customer's needs • Be knowledgeable about city resources • Determine appropriate referral staff
<p>Be timely and responsive to our customers</p>	<ul style="list-style-type: none"> • Acknowledge messages by the close of the next business day • Provide an estimated time to customer for follow-up • Keep email/voicemail messages updated with out-of-office messages and resources