

# CITY OF GRAND RAPIDS



## CUSTOMER SERVICE STANDARDS

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### **Preamble**

We the employees of the City of Grand Rapids are committed to excellence in customer service. We are here for our customers and pride ourselves in customer satisfaction. Customers are the purpose of our work, not an interruption to it. Thus, we strive to deliver quality customer service through continuous improvement. This is accomplished through training, monitoring satisfaction, gauging performance and adjusting processes as necessary.

### ***When Assisting You, We Will:***

- Treat you with equality- in a friendly and professional manner.
- Identify ourselves on every occasion as a City employee and discuss the actions we are taking.
- Provide accurate explanations or give you a referral to the appropriate department(s).
- Seek your feedback to gauge our customer service performance.
- Ensure our programs, services and facilities are accessible.

### ***When Face to Face, We Will:***

- Deliver prompt, polite and personable recognition with a smile
- Be honest, attentive and listen to your needs and requests.
- Respect your schedule and strive to be on time for appointments and meetings.
- Be flexible while respecting established rules and procedures to meet your needs.

### ***When You Contact Us, We Will:***

- Greet you courteously and professionally.
- Contact you within one business day if we missed your attempt to reach us.
- Utilize your desired method of response whenever possible.

