



CUSTOMER SERVICE POLICY

The City of Turlock is committed to quality service to our customer. All employees are expected to achieve the standards of Customer Service stated below.

In defining the meaning of quality Customer Service, our mission is to create a positive, productive and courteous atmosphere for our employees and customers.

In providing quality customer service, the following performance objectives are established for all City employees to follow:

- 1) **Be courteous, friendly, smile** and acknowledge customers as soon as you can make eye contact. When possible, address customers by name.
- 2) **Assess customer's needs**, so they may be assisted promptly by the appropriate person.
- 3) **Be Knowledgeable** about the services we provide. Learn about other City services besides those handled in your own department.
- 4) **Be Accurate** in the information you provide and the work product you produce.
- 5) **Present a neat, professional appearance**, which creates a greater level of confidence from a customer perspective.
- 6) **Maintain a professional atmosphere**, by being aware of your actions and verbal communications in front of customers and co-workers.
- 7) **Provide a timely response** to customer service requests for service. Meet the deadlines you agree to.
- 8) **Be positive** about the work you do and the service you provide to others.
- 9) **Be accountable** to one another: commitments should be met.
- 10) **Say "Thank You."**
"TREAT OTHERS AS YOU WOULD WANT TO BE TREATED"

Employee/ Volunteer Signature

Date

Witness Signature

Date