

VI. EMPLOYEE CONDUCT

G. CUSTOMER SERVICE STANDARDS

All Employees will interact with the community in a professional, responsive, caring manner that meets or exceeds the customer's expectations. Employees will provide accurate, timely, and courteous responses to their requests for information and services..

Attached to the handbook are the current customer service standards for telephone, personal customer interaction and written correspondence with the community (Attachment I). Adhering to the established customer service standards is the City's expectation for all employees. Customer service is a component of each individual employee's formal performance evaluation.