



CITY OF PRINCE GEORGE POLICY

Customer Service Policy

Approved by Council: October 17, 2016

Purpose and Application:

This policy provides the foundation for our customer service culture and outlines the organization's commitment to excellence in customer service through a citizen-centered service approach.

This policy applies to all employees of the City, and their interactions with any customer – both internal and external – as part of their day-to-day business.

Policy Objectives

- Reinforce the importance of excellence in customer service as part of the day-to-day operations of the City;
- Ensure that we provide high quality, accessible services to the residents of Prince George;
- Ensure that all interaction and communications with customers is prompt, respectful, friendly, and sensitive to the customer's concerns with a goal of satisfying the customer's needs; and,
- Ensure consistent customer service standards are applied by all employees, throughout the organization.

Policy Statements

1. Customer Service Mission

We are dedicated to listening and understanding our citizens' needs. We strive to provide them with positive experiences through excellent customer service, ultimately enhancing their quality of life.



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2. Customer Service Vision

The City of Prince George will be a leader in customer service best practices, focusing on a citizen-centered service approach delivered by every employee with every customer.

3. Customer Service Slogan

Proudly Serving Our Community

4. Guiding Principles

Take Pride: City of Prince George employees take pride in a job well done.

Build trust: City of Prince George employees demonstrate integrity, respect, consistency and responsiveness towards our customers in every interaction.

Consider creative solutions: Leaders at the City of Prince George encourage employees to use the resources at their disposal to facilitate a positive customer experience, and support and reward innovation within the workplace.