

Section/Number: General Administration - 002	Approval Date: (DD/MM/YY)
Subject: Customer Service	Amendment Dates:
<p>Policy</p> <p>The Community Government is dedicated to providing professional and courteous customer service to residents, clients, suppliers and others.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"> 1. The Community Government is committed to providing excellent customer service. 2. In all dealings with customers or suppliers, employees are expected to behave in a professional, courteous and respectful fashion. 3. Employees are expected to provide professional and respectful in-person services. 4. Employees are expected to adhere to the following guidelines when dealing with clients on the telephone: <ol style="list-style-type: none"> 4.1. Do not put customers or suppliers on hold for an extended period of time 4.2. Whenever possible, answer customer questions rather than transferring them to other individuals 4.3. Return all phone calls within twenty-four hours, whenever possible. 	
<p>Attachments</p> <p>N/A</p>	
<p>References</p> <p>N/A</p>	