

Purpose:

- 1 To set out expectations for providing high quality service to customers, both inside and outside the organization of The City of Red Deer.

Policy Statement(s):

- 2 The City of Red Deer recognizes that the organization exists to provide service to customers in many different forms.
 - 3 The City is committed to providing excellent service in accordance with the organization's values, in all areas of the organization.
 - 4 In order to provide excellent service, all City employees will:
 - (1) ensure the needs of customers, both present and non-present, are acknowledged promptly;
 - (2) be courteous and helpful to customers;
 - (3) maintain high standards of integrity and ethics in dealings with customers; and
 - (4) be positive toward customers in helping resolve their needs as quickly as is practical.
 - 5 It is expected that employees will not:
 - (1) make negative comments about customers and the organization to anyone who does not have a need to know about the situation;
 - (2) accept gifts or gratuities for providing services, other than what is stipulated in The City's Code of Ethics (Ethics Toolkit).; and
 - (3) knowingly neglect customers while carrying out other functions.
-

References/Links:

- 1 Ethics Toolkit
- 2 RISE Principles

Scope/Application:

- 1 This policy applies to all employees.

Authority/Responsibility to Implement:

- 1 Each Department Head is responsible for ensuring policy compliance for everyone in the department.

Inquiries/Contact Person:

I Human Resources Manager

Policy Monitoring & Evaluation:

I This policy will be reviewed every three years and revised as necessary.

Document History:

Date:	Approved/Reviewed By:	Title:
Approved: November 8, 1991		
Revised: January 2001	"Norbert Van Wyk"	City Manager