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|  | <b>CORPORATE POLICY</b> | <b>Policy No: 6,030</b>               |
|   |                         | <b>Approved By: Council</b>           |
|   |                         | <b>Effective Date: Dec 10, 07</b>     |
|   |                         | <b>Resolution No.: 352-07</b>         |
|   |                         | <b>Department: Corporate Services</b> |

## CUSTOMER SERVICE

### POLICY STATEMENT

Administration of the City of Spruce Grove exists to support council and provide both essential and desirable services to its residents, visitors and business community. Our success is based on our ability to deliver timely quality services.

### 1. PURPOSE

- 1.1 The purpose of this policy is to provide consistent, high quality and timely customer services to all persons and businesses.
- 1.2 In order for a standard of customer service to be maintained it must be clearly articulated, advertised, monitored and measured. It is absolutely vital that all elements of the City of Spruce Grove; council, management and staff represent themselves as one city, with one standard and one process.

### 2. RESPONSIBILITY

The Corporate Services Department, City Clerk's Office is responsible for the maintenance of this policy.

### 3. APPLICATION

- 3.1 This policy applies to all requests for service which cannot be satisfied immediately. Examples of services which are normally satisfied immediately are: (not exclusive)
  - a. A request for information which is provided at the time of the request,
  - b. Distribution of printed materials such as brochures, forms or booklets,

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- c. Receipt of payments or fines, or the purchase of goods such as a dog licence or Ticketmaster™ tickets,
- d. Facility bookings, and
- e. Program registrations.

#### **4. OUR COMMITMENT TO CUSTOMER SERVICE**

- 4.1 Customer Service is not what is delivered it is what is received. The City of Spruce Grove commits to:
- a. provide a respectful workplace for both customers and staff,
  - b. acknowledge the receipt of a request for service quickly and to provide responses to customers in a timely manner,
  - c. provide reliable and accurate information to our customers,
  - d. provide knowledgeable and informed responses to our customers through understanding our customers' requests. You have to understand before you can be understood.
  - e. provide timely, quality service, and
  - f. provide additional 'value added service and information' to our customers.
- 4.2 This commitment will be published on the city web site and placed in city publications. Administration will be held accountable to the city manager for providing this service.
- 4.3 All supervisors and administrative staff members will be introduced to this commitment and receive training in customer service delivery.

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**5. CUSTOMER SERVICE STANDARDS**

- 5.1 The City of Spruce Grove will establish, publish, and maintain customer service standards.
- 5.2 City Procedure 6,015 details the customer service standards by department and function.

**RELATED DOCUMENTS**

City Procedure 6,015 Customer Service Standards

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| <p><b>APPROVAL</b></p> <p>Mayor _____ Date: December 10, 2007</p> |
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