



Signed Date: September 21, 2016	Motion: 124/16 Date: September 21, 2016
Title: Customer Service Standards	Policy No. 36

Purpose:

The Village of Bawlf, in providing a great Customer Service experience, strives to maintain the most professional and business-like image possible at all times. The Village expects its employees and representatives to demonstrate this image through their professional:

Attitude, Workspace, Attire and Personal or Electronic Interaction with both other Staff and the Public.

Principles/Guidelines:

1. The Chief Administrative Officer (CAO) shall ensure that procedures are put in place which address the following:
 - a. Dress Code – Ensure that acceptable public image and consistency of dress is portrayed by all Village employees.
 - b. Telephone/Email Etiquette – Ensure there are acceptable standards for telephone and email interactions.
 - c. Workplace Standards/Environments – Ensure that work areas reflect a professional, safe and customer friendly environment.
 - d. Customer Service – Ensure that all staff that directly interact with customers have appropriate training to ensure that correct information is being verbalized.
2. Village staff will not tolerate any foul or abusive language or gestures from customers. Staff will be authorized to inform the person(s) that they are to leave the building or the RCMP will be notified.

Mayor

CAO