

Legislation Text

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Recognizing October 7-11, 2013 as National Customer Service Week.

WHEREAS, National Customer Service Week is devoted to recognizing the importance of customer service and to honoring the people who serve and support customers with the highest degree of care and professionalism; and

WHEREAS, In 1992, the U.S. Congress proclaimed Customer Service Week a nationally recognized event celebrated annually during the first full week in October; and

WHEREAS, The five core goals of a Customer Service Week celebration are:

- Boost morale, motivation, and teamwork
- Reward frontline reps
- Raise city-wide awareness of the importance of customer service
- Thank other departments for their support
- Remind customers of your commitment to exceeding customer expectations; and

WHEREAS, This 22nd Anniversary of Customer Service Week reminds us of our long and strong commitment to customer service excellence; and

WHEREAS, This week, tens of thousands of customer service professionals are celebrating Customer Service Week. The City of Philadelphia and Philly311 joins them in celebrating their achievements and in rededicating themselves to the vital service mission; and

WHEREAS, Signing the Customer Service Week Pledge is a great way to start the week-long celebration. It provides an opportunity to discuss the importance of the week, the meaning of the week's theme and logo, and for everyone on your team to recommit themselves to customer service; and

WHEREAS, The Pledge is as follows: During Customer Service Week, we pledge our commitment to customer satisfaction, and to serving and supporting our customers and coworkers throughout the year; now, therefore, be it

RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That we hereby recognize October 7-11, 2013 as National Customer Service Week.

FURTHER RESOLVED, That an Engrossed copy of this resolution be presented to Rosetta Carrington Lue, Chief Customer Service Officer, further evidencing the sincere sentiments of this legislative body.