

## **CUSTOMER SERVICE TRAINING FOR ALL FRONT-LINE STAFF**

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**WHEREAS** many City staff are dealing with residents on a frequent, and often daily, basis; and

**WHEREAS** it is important that residents are receiving the proper information in a professional manner; and

**WHEREAS** customer service training can assist City staff in managing the variety of issues they face when dealing with residents;

**NOW THEREFORE BE IT RESOLVED** that the appropriate staff report back to Council on the feasibility and cost implications of providing customer service training to all City staff who are dealing with residents on a frequent basis, whether in person, on the phone, or by e-mail, are given customer service training to assist them in their daily interactions.