



The City of Minneapolis

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A RESOLUTION OF THE MAYOR & CITY COUNCIL

**By B. Johnson, Reich, Gordon, Frey, Yang, Warsame, Goodman,
Glidden, Cano, Bender, Quincy, A. Johnson, and Palmisano**

Declaring the week of October 3-7, 2016, Customer Service Week.

Whereas: City employees involved in meeting the public for the purpose of conducting City business are the first line for communication between the public and the City, and the image of the City is created by the quality of initial contacts with City employees and may influence the public's overall opinion of what services are received for their tax dollars and may influence the voter's support of future City initiatives; and

Whereas: If that first encounter is professional and courteous, benefits accrue to both the City and the individual in the normal course of business; and

Whereas: Because customer service employees must occasionally endure unpleasant comments from irate citizens while maintaining a calm, respectful, and problem-solving attitude, they should be recognized for their skill in dealing with complainants and people requesting information and services; and

Whereas: They have proven their value to the City and the public by discharging the duties of their employment with patience, commitment to quality service and efficiency; and

Whereas: Every department in the City serves customers including residents, businesses, visitors, workers and other City employees; and

Whereas: The City of Minneapolis, in support of its policy of excellence in public service, is fortunate that its customer service employees are an integral part of the City's workforce;

Now Therefore, Be It Resolved by The City Council of The City of Minneapolis:

That the Mayor and City Council do hereby recognize October 3-7, 2016, as Customer Service Week and urge the public to take time to recognize the tireless efforts of the City customer service personnel who work diligently to cooperate with, and inform a diverse citizenry.

Passed, October 7, 2016

Barbara Johnson, President of the Council

Approved:

Betsy Hodges, Mayor

Attest:

Casey Carl, City Clerk