

Customer Service Improvement Efforts Checklist

- Incorporate Customer Service as a key element in Mission/Goals/Values Statements
- Adopt City of Portland Customer Services Expectations and Staff Workplace Aspirations documents
- Incorporate specific programmatic customer service improvement efforts into bureau work plans.
- Survey customers for feedback on bureau's customer service provision at least once every two years. Include key elements of
 - Timeliness
 - Accuracy
 - Helpfulness
 - Expertise
 - Availability of Information

Recruitments efforts include customer service as a key element in:

- Position descriptions
 - Job announcements
 - Interview processes
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- Performance reviews conducted for all staff and include customer service as a key competency.

Customer service training provided

- New employee orientation
- Ongoing training efforts