

Service Standards

Service excellence is a City of Guelph core value.

Our employees and volunteers strive to demonstrate excellence daily. We are committed to being service-focused and responsive to your needs. The following service standards help ensure we deliver on this promise.

We will

Smile when greeting you, and deliver friendly, courteous and professional service.

Ensure minimal wait time with timely service from skilled staff.

Resolve issues as quickly and effectively as possible by striving to be the first and only point of contact.

Value your individual needs, provide you with the accessibility accommodation you request and respect your confidentiality.

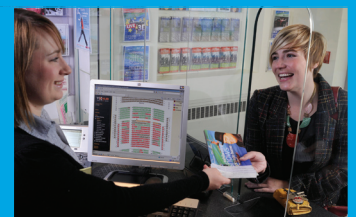
Encourage you to let us know how we're doing.

You can count on us to

- Record out-going voice messages daily and set out-of-office notifications that let you know when we're available, and who else you might contact in our absence.
- Activate our out-of-office feature if we're away for more than a half day.
- Acknowledge or respond to your telephone and electronic messages within two business days.
- Notify you, within two business days, if your mailed or faxed inquiry cannot be addressed within 5 business days.

Questions?

Visit infonet/serve.



»SERVE«

CITY OF Guelph
Making a Difference