



Novi Customer Service Guarantee

Guarantee:

Vision Statement –

The City of Novi is committed to excellence in customer service. We will provide knowledgeable, courteous and efficient service to those we are privileged to serve. We will strive to deliver quality customer service through continuous improvement.

Customer Rights:

1. Receive prompt quality service whether at the public counter, in the field, via email, or on the telephone
2. Feel important and appreciated
3. Be treated professionally and courteously
4. Have their needs easily anticipated and identified
5. Have systems and processes clearly explained to them
6. Receive more than expected
7. Expect clean and comfortable environments
8. Receive knowledgeable and accurate information and responses
9. Have opportunities to give feedback

Values:

The City of Novi employees are committed to providing quality services and take pride in contributing to the community. Our team members are motivated by fair and positive recognition and possess a sense of value to deliver quality customer service.

We proudly provide essential community services through planning, goal setting, engagement and prioritization that are supported by City Council and delivered transparently.

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We pride ourselves on communicating openly and honestly through a variety of methods and encourage internal and external feedback which is accurate and timely to most effectively inform all organization members.

We believe and take pride in Novi's tradition of partnering with the wider community. We desire to be the first to step up and partner, to be leaders who follow through on mutually beneficial co-operations. With the assistance of school service agencies, and other units of government, we can find areas of each of our strengths to provide the best and most efficient service to citizens and businesses.

Employee Responsibilities:

1. Be accessible

- a. If unable to respond to messages within one business day, provide 'out of office' voicemail message and email that includes:
 - i. Alternative contact information for prompt assistance
 - ii. Date of expected return

2. Be resourceful

- a. Be knowledgeable of city services
- b. Refer individuals to appropriate contacts when necessary
- c. When transferring calls, ensuring the individual is available before connecting the line
 - i. If they do not answer, ask the guest if they would like to leave a message before connecting to voicemail
 - ii. Offer the guest a direct contact number and email address for the individual

3. Look professional

- a. Adhere to departmental dress code
- b. Maintain a well groomed appearance

4. Go above and beyond

- a. Display willingness to explain step-by-step directions for questions dealing with the website, permits, registration, etc.
- b. Deal with issues outside your 'scope of responsibility' whenever practical

5. Treat your fellow employees like Customers

- a. Follow the golden rule. Treat others the way you would want to be treated
- b. All 'responsibilities' apply to internal affairs
- c. Communicate with coworkers about work schedule and program updates

Suggested Customer Service Prompts:

Phone Calls:

Hi this is [ENTER FIRST NAME] with the City of Novi [ENTER DEPARTMENT NAME]. How can I help you?

Phone Away Message:

You have reached [ENTER NAME] with the [ENTER DEPARTMENT NAME] Department of the City of Novi. I will be out of the office beginning [ENTER DAY AND DATE OF FIRST VACATION DAY] and returning to the office on [ENTER DAY AND DATE OF RETURN]. If you would like to leave a message, I will get back to you promptly upon my return. If you need immediate assistance, please call the main department line at [ENTER DEPARTMENT PHONE NUMBER] or Dial 0.

Email Away Message:

I will be out of the office beginning [ENTER DAY AND DATE OF FIRST VACATION DAY] and returning to the office on [ENTER DAY AND DATE OF RETURN]. I will respond to email messages promptly upon my return. If you need immediate assistance, please call the main department line at [ENTER DEPARTMENT PHONE NUMBER].