

THE CITY OF NIAGARA FALLS CUSTOMER SERVICE EXCELLENCE GUIDING PRINCIPLES



The City of Niagara Falls is committed to providing Service Excellence to all residents and visitors. The City's new Customer Service Standards have been endorsed by staff and City Council.

The City has identified key principles for the foundation of our Customer Service Standards. These Guiding Principles include the following:



- We will greet customers in a professional, positive, open minded and friendly manner.
- We will endeavor to meet, or exceed our customer's expectations in a timely, efficient, and effective manner.
- We will ensure all customers (internal and external) are treated fairly, and with courtesy and respect.
- We will be knowledgeable and endeavour to provide our staff with the tools and resources necessary to serve our customers.
- We will work to ensure the integration of services for our customers with disabilities.
- We will be patient, understanding, and empathetic with all customers.
- We will acknowledge any mistakes made and take corrective measures.
- We will take steps to ensure our facilities are clean, tidy, safe, and accessible for our customers.
- We will strive to seek regular customer feedback.