

	West Fargo Fire & Rescue Policy and Procedure			Authorized by: D. Fuller Fire Chief
	Subject: COURTESY AND CUSTOMER SERVICE			
	Section: ADMIN	Date Authorized:	Date Reviewed:	
	Number: 106	8/5/2015	11/1/2017	

Intent

The intent of this policy is to establish standards regarding customer service to the public by the fire department.

Policy

All members of the West Fargo Fire Department shall treat everyone encountered during the performance of their duties with courtesy and respect.

- Treat all citizens seeking information or help with the courtesy that springs from a genuine desire to serve.
- Have more thought for the customer's satisfaction than for the importance of the transaction.
- Be accurate in statements concerning the City of West Fargo, The West Fargo Fire Department and its members.
- Remember customer service is of the highest priority and negative first impressions are difficult to change.
- Because we deal with the public during times of stress and do not always see people at their best it is very important that we maintain a **professional and courteous** attitude at all times.
- Be willing to go "the extra mile" to assist our customers whenever possible.
- Whenever special circumstances arise our policy will be to assist the customer to our fullest ability. When we are in a position to provide additional customer service beyond our normal duties we will do so if we can without impacting our operational readiness

Upon completion of a customer contact, the officer in charge shall write the time, date, and name of the officer in charge on the Customer Satisfaction Survey Card and give it to the customer.