

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

**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.