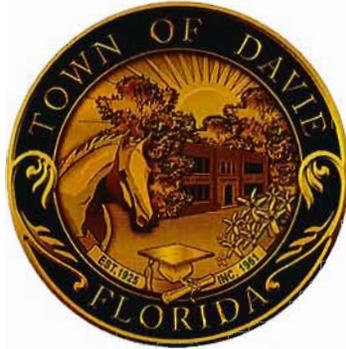


**TOWN OF DAVIE
HUMAN RESOURCES DEPARTMENT**



**CUSTOMER RELATIONS
SOP #20-010**

September 19, 2012

SUMMARY OF REVISED, DELETED, OR ADDED MATERIAL

This operating procedure shall replace the Personnel Rules and Regulations and Policies enacted prior to the effective date of this Operating Procedure.

Revision	Date	Responsible Department	Description of Change
1	July 21, 2010	Human Resources	Initial Release
2	September 19, 2012	Human Resources	Revision

APPROVALS:

Steve H. S. Hays

Author

Becky Decker

Town Administrator

9/24/12

Date

9-24-12

Date

1-1. POLICY.

It is the policy of the Town of Davie to provide members of the public with the best possible service. Employees are expected to treat members of the public in a courteous, respectful manner at all times.

1-2. SCOPE.

This operating procedure applies to all employees of the Town of Davie (Town) in the Regular Service (regardless of probationary or other status), as well as all Executive, Part-Time, Seasonal employees, and volunteers.

1-3. PROCEDURE.

- a. Employees should always remember that members of the public come first and are entitled to the same thoughtful treatment that the employee would like to receive. Members of the public should always be treated in a polite and courteous manner.
 - b. When a member of the public approaches an employee with a question or complaint, the employee will give the matter his or her immediate attention. If a member of the public becomes abusive or argumentative and the employee cannot properly handle the situation, the employee should contact their supervisor immediately. If the employee feels threatened, the proper authorities should be contacted.
 - c. Employees should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. The following procedures are to be followed.
 1. When answering the telephone, give the name of the department and the identity of the speaker.
 2. If the person with whom the caller wishes to speak is on another line, ask the caller if he or she desires to be placed on hold;
 3. If a caller has been placed on hold, offer to have the call returned if the person with whom he or she wishes to speak is not available within a reasonable time;
 4. When a caller leaves a name, number, or message, make sure it is recorded correctly and given to the appropriate individual; and
 5. When using the telephone, all employees should, when possible, take and place their own calls.
 - d. When an employee is in the field or needs to enter the residence of a citizen, the employee should always show his/her identification, state the nature of his/her business and always treat the citizen in a polite and courteous manner.
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