

RESOLUTION 09-2016

A RESOLUTION OF THE MAYOR AND COUNCIL OF THE CITY OF CARROLLTON, STATE OF GEORGIA, TO PROVIDE FOR ENHANCED CUSTOMER SERVICE AND RELATED TRAINING FOR CERTAIN CITY EMPLOYEES

WHEREAS, the primary function of City government is to serve and protect its citizens; and

WHEREAS, as a necessary part of this primary function, certain City employees are called upon to interact with the general public – in some cases, on a daily basis; and

WHEREAS, the Mayor and City Council believe that – just like businesses whose livelihood depends on relationships between their employees and their customers – City government similarly functions best when City employees are courteous, respectful, and responsive to the citizens of Carrollton; and

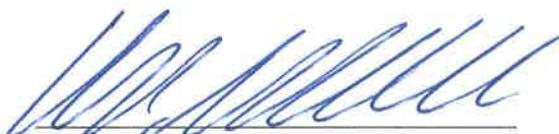
WHEREAS, the Mayor and City Council of Carrollton believe that customer service and other related training for those City employees whose job involves interaction with the general public will improve the relationship between the City and the citizens of Carrollton.

NOW, THEREFORE BE IT RESOLVED, that those City employees whose job involves interaction with the general public shall receive customer service and related training in order to enhance and improve their customer service skills.

BE IT FURTHER RESOLVED that such training may involve, as appropriate and needed, the services of a third-party vendor who shall conduct such classes, training, and workshops on City property; and (ii) in the event a third-party vendor is used, the City Manager shall report to the Mayor and City Council the classes selected from the third-party vendor and the rationale for the classes selected.

ADOPTED this 1st day of February, 2016.

MAYOR AND CITY COUNCIL OF CARROLLTON



Mayor, City of Carrollton



Clerk, City of Carrollton

