

Department of Neighborhood & Business Development

PURPOSE: To provide high quality housing and successful businesses, to build safe and attractive neighborhoods and to retain current customers and attract new ones. We use a team-oriented approach with our residents, investors and community partners to resolve problems, address quality of life concerns, support our businesses and enhance our neighborhoods.

CUSTOMER SERVICE STANDARDS

To achieve these goals, we will adhere to the following **NBD Standards of Customer Service:**

Attitude

We will always have an upbeat personality and think **“Oh yes, we can!”** Our call greeting should include our names and carry a positive tone. We will maintain “Check-out, Check-in!”

Timely Response

We will respond to customers **within 24 hours** from receipt of a call or letter. We will organize and obtain necessary information, and be honest when responding.

Clear Communication

In order to maintain clear communications we will paraphrase what the customer is asking for, probe for more information, and **build a relationship with the customer.** We will document discussions by follow up call, letter or email.

Respect

We will show **appreciation, consideration and empowerment,** to bridge the gap between ourselves and our listeners, and treat people as the individual they are. We will have positive attitudes.

Attention to Detail

We will **identify our customers’ needs** through research, sorting out the information, and suggesting alternative solutions until these needs are met and a resolution is found.

Prompt Follow up and Follow Through

We will respond in a letter or phone call to reiterate that our customers’ satisfaction is important, and **deliver response personally.**

Responsibility/Accountability

We will **be proactive**—not reactive—when we cannot deliver what the customer wants, and **take ownership** of customer’s wants/needs. We will strive to provide a solution, answer or reasonable explanation to their question.

Feedback

We **solicit feedback** from customers on improving programs and services.

Team

We utilize Team cross-cutting involvement to improve problem-solving and **provide seamless services and programs.**

The Department wants the customer to be completely satisfied with the services provided. Your feedback on customer service quality is welcome. Please feel free to contact the **Department of Neighborhood and Business Development, Office of the Commissioner,** at **428-7488** regarding your experience.