
DATE: August 23, 2010

REPORT TITLE: **CUSTOMER SERVICE WEEK**

FROM: R. Kent Gillespie, Commissioner of Employee and Business Services

RECOMMENDATION

That the week of October 4 - 8, 2010 be proclaimed "Customer Service Week" in the Region of Peel.

REPORT HIGHLIGHTS

- Excellence in customer service is an important goal of staff in all Regional programs and services and is supported by the Region's Strategic Plan.
- The first week of October every year is recognized as Customer Service Week by the International Customer Service Association.
- Staff will participate in activities that recognize achievements in customer service excellence and encourage continued commitment to customer service.
- Customer Service Week continues to be educational while recognizing service excellence.

DISCUSSION

1. Background

Customer Service Week is devoted to recognizing the importance of customer service and honouring the people on the front lines of service delivery. Many companies and organizations around the world celebrate Customer Service Week, including organizations representing leading financial, healthcare, insurance, manufacturing, retailing, hospitality, communications, not-for-profit and educational organizations as well as government agencies. What unites these organizations is their profound commitment to quality customer service.

In 1988, the International Customer Service Association proclaimed the first customer service week. In 1992 the U.S. Congress announced that customer service week would be a nationally recognized annual event, the first week of October. In Peel, our neighboring municipalities of the City of Mississauga and the City of Brampton will also be recognizing this event. The proposed proclamation is attached as appendix 1.

Celebrating Customer Service Week allows us to celebrate the accomplishments of our customer service staff. It is the perfect opportunity to focus on motivating, recognizing, thanking and rewarding staff for their valuable service and to revitalize training programs. This is also an opportunity to reconfirm our dedication to customers and show appreciation,

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taking extra care to thank customers for calling and for accessing services and programs or completing business transactions.

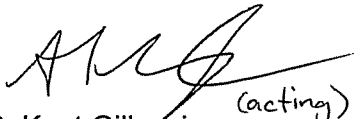
The Region's Strategic Plan V: 2007 to 2010 recognizes the important role customer service plays in the delivery of Regional programs and services; commitment to deliver citizen-focused services; improve access to Regional services; and strive for excellence as a municipal government.

2. Proposed Direction

- a) Education will continue to be the focus of this year's Customer Service Week, in addition to activities that will recognize customer service excellence.
- b) The Region of Peel along with the City of Mississauga, City of Brampton and Town of Caledon will be co-hosting this year's annual Municipal Service Delivery Officials conference October 3 – 5 in conjunction with Customer Service Week.
- c) On October 7th from 9am-11am, an exhibition will be hosted in the Peel Conference Center and Mississauga Room for staff to share information on service delivery.
- d) A Pathways story will be shared with staff to encourage participation and promote awareness of Customer Service Week.

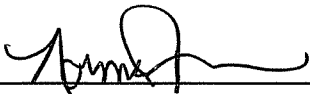
CONCLUSION

Excellence in customer service is an important goal for all staff who delivers Regional programs and services. International Customer Service Week provides an opportunity to recognize achievements in customer service and to encourage a continued commitment to excellence in service delivery. This event supports the Region's Strategic Plan V: 2007 to 2010 to strive for excellence as a municipal government.



R. Kent Gillespie (acting)
Commissioner of Employee
and Business Services

Approved for Submission:



for _____
D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact
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c. Legislative Services

APPENDIX I

Customer Service Week

October 4th – 8th, 2010

WHEREAS each year thousands of Citizens, Clients and Customers access the services and programs of the Region of Peel;

AND WHEREAS, the Region of Peel provides services and programs that are essential for health, safety and quality of life;

AND WHEREAS, under Region of Peel Strategic Plan V: 2007 to 2010, the Region has committed to deliver citizen-focused services; improve access to Regional services; and strive for excellence as a municipal government;

AND WHEREAS excellence in service delivery is an important goal for all employees who deliver Regional programs and services;

AND WHEREAS it is important to recognize the achievements of Regional staff in the field of customer service and to encourage continued commitment to customer service excellence;

AND WHEREAS the week of October 4th – 8th, 2010 has been recognized internationally by the International Customer Service Association as Customer Service Week;

THEREFORE BE IT RESOLVED, THAT the week of October 4th – 8th, 2010 be proclaimed **CUSTOMER SERVICE WEEK** in The Regional Municipality of Peel.