

Customer Service Guarantee

VISION STATEMENT

The City of Novi is committed to excellence in customer service. We will provide knowledgeable, courteous and efficient service to those we are privileged to serve. We will strive to deliver quality customer service through continuous improvement.

EMPLOYEE RESPONSIBILITIES

Be friendly and courteous

1

Be accessible

2

Be resourceful

3

Look professional

4

Go above and beyond

5

Treat your fellow employees like guests

6

VALUES

The City of Novi employees are committed to providing quality services and take pride in contributing to the community. Our team members are motivated by fair and positive recognition and possess a sense of value to deliver quality customer service.

We proudly provide essential community services through planning, goal setting, engagement and prioritization that are supported by City Council and delivered transparently.

We pride ourselves on communicating openly and honestly through a variety of methods and encourage internal and external feedback which is accurate and timely to most effectively inform all organization members.

We believe and take pride in Novi's tradition of partnering with the wider community. We desire to be the first to step up and partner, to be leaders who follow through on mutually beneficial co-operations. With the assistance of school service agencies, and other units of government, we can find areas of each of our strengths to provide the best and most efficient service to citizens and businesses.

CUSTOMER RIGHTS

- ▶ Receive prompt quality service whether at the public counter, in the field via email, or on the telephone
- ▶ Feel important and appreciated
- ▶ Be treated professionally and courteously
- ▶ Have their needs easily anticipated and identified
- ▶ Have systems and processes clearly explained to them
- ▶ Receive more than expected
- ▶ Expect clean and comfortable environments
- ▶ Receive knowledgeable and accurate information and responses
- ▶ Have opportunities to give feedback

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