

3.1 CUSTOMER SERVICE TRAINING

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Document History

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INTRODUCTION

To provide quality customer service it is essential to provide staff with appropriate and relevant training on an ongoing basis.

OBJECTIVE

To provide staff the opportunity to attend appropriate and relevant customer service training courses.

POLICY STATEMENT

The Chief Executive Officer shall ensure the following policy is enacted:

1. Staff training in customer service techniques and processes is a priority.
2. Keeping up to date with developments in customer service by attending training courses will assist staff to deliver quality customer services.
3. All staff must be provided the opportunity to attend customer service training that is relevant and specific to their tasks.
4. The opportunity to attend customer service training courses is to be extended to Councillors.

Customer service training is to include, but not be limited to subjects such as telephone techniques, front counter customer service, negotiation skills, conflict resolution management, dealing with difficult people, managing priorities, time management etc.

5. Customer Service training is to be included in the Administration training budget annually.
6. An annual report is to be presented to Council on the implementations of this Policy.