

EXCELLENCE IN CUSTOMER SERVICE CODE OF CONDUCT

The Mayor and City Council; appointed members of Boards, Commissions, and Committees; City's employees; and its volunteers are committed to excellence in customer service. We recognize that our customers are all who live in, do business in, and visit Santa Barbara. We acknowledge that each of us has a responsibility to act according to the following core values:

ATTENTIVE AND UNDERSTANDING

I will be a careful and understanding listener. I will be open to new ideas and will explore alternatives.

RESPONSIVE

I will be available to provide service and will respond in an appropriate manner. I will be thorough, efficient, and prompt.

HONEST

I will strive to be consistent and fair, and will give complete and honest information and guidance.

COURTEOUS AND RESPECTFUL

I will be friendly and courteous. I will be respectful and understanding of others' issues and needs.

KNOWLEDGEABLE AND SOLUTION ORIENTED

I will take every opportunity to learn and improve my skills and knowledge. I will use that knowledge to be resourceful and proactive in solving problems and reaching decisions. I will look for creative and workable solutions to problems.

I have read the above Code of Conduct, and if appointed, will follow it in the conduct of my duties.

SIGNATURE: _____

NOTE: *Appointees may be expected to participate in Excellence in Customer Service training sessions.*