# CITY OF PEORIA, ARIZONA
# CITY MANAGER REPORT

**RCM #:** 36

**Date Prepared: October 2, 2009** **Council Meeting Date: October 20, 2009**

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**TO:** Carl Swenson, City Manager

**FROM:** Lyman Locket, Human Resources Manager

**THROUGH:** Wynette Reed, Human Resources Director WR

**PREPARED BY:** Tracey Booth, Training and Development Coordinator TB

**SUBJECT:** Customer Service Training

**SUMMARY:**

We know we are presently doing a good job with customer service in most areas; however, it is time to move from good to excellent. The *Customer Service Excellence* course is an interactive four-hour course that will introduce new customer service standards to employees, provide tips on what each of us can do to move to the level of excellence, and what we need to do to move the organization forward and become a model city for customer service. There are approximately 10 trainers throughout various departments within the organization that have been selected to complete an intensive three-day Train-the-Trainer course. This group of employees is from Police, Fire, Community Services, IT, and the Department of Management/Budget. Utilizing internal staff as trainers will allow the City to sustain the training into the future.

There are a total of 38 scheduled courses to select from beginning on October 19 and running through December 4, 2009. Courses are offered in the morning and the afternoon with some classes already full. Information has been sent through E*nouncements and CityTalk, are posted on the CityNet Training Calendar and have been sent via e-mail to directors, managers, supervisors and executive assistants. This training is mandatory for all employees. If you have any questions, please feel free to contact Tracey Booth at extension 5281.