

POLICY TITLE: Conduct: Courtesy to Public			NUMBER 502.00
APPROVAL: Kathryn J. Whitmire, Mayor: <i>Kathryn J. Whitmire</i>			Page <u>1</u> of <u>1</u>
ISSUE DATE: February 14, 1985	REVISION DATE:	REVISION NO.	EFFECTIVE DATE: February 14, 1985

Policy Statement: It is the policy of the City of Houston to provide its citizens with the best possible service. Employees are expected to treat citizens and all members of the public in a courteous, respectful manner at all times.

Policy Basis: Policy statement.

Policy Amplification: Employees should remember that the City of Houston is in business to serve the public and that the public always comes first. They are entitled to the same thoughtful treatment that employees themselves would like to receive. Members of the public should not be treated in a condescending or impolite manner and should never be kept waiting an unreasonable amount of time.

When a member of the public approaches an employee with a question or complaint, the employee will give the matter his/her immediate attention. If a member of the public becomes abusive or argumentative, and the employee cannot properly handle the situation, the person should be referred to the employee's supervisor.

Employees should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. (See Personal Telephone Calls and Mail). The following procedures should be observed whenever possible:

1. When answering the telephone, give the name of the Department and the identity of the speaker;
2. If the person with whom the caller wishes to speak is on another line, ask the caller if he desires to be placed on hold;
3. If a caller has been placed on hold, offer to have the call returned if the person with whom he wishes to speak is not available within a reasonable time; and
4. When a caller leaves a name, number, or message, make sure it is recorded correctly and given to the appropriate individual.

Policy Compliance: All affected employees shall comply from policy date forward.

Policy Exceptions: Policy exceptions and/or violations shall be brought to the attention of the Department/Division Director for review and recommended course of action.