

Council Meeting Staff Report

October 4, 2016

Agenda No.:	A.
Indexes (Council Goals):	2016 Council Goal - N/A
Presenters:	County Council - Regular Session
Legislative File:	8564-16

Title

Proclamation declaring the Week of October 3-7, 2016 as "Customer Service Week" in Los Alamos County (accepted by Lisa Romero, Customer Care Center Manager)

Body

WHEREAS: in 1992, the U.S. Congress proclaimed Customer Service Week, a nationally recognized event celebrated annually during the first full week of October; and

WHEREAS: each year, thousands of citizens access the services and programs offered by Los Alamos County government, and for over a decade, the Customer Care Center has been the "face" of the County - many times as a new customer's very first interaction with local government when they move to Los Alamos; the Customer Care Center offers customers an easy-to-access phone line, e-mail address and walk in service with offices located conveniently in the lobby of the Municipal Building; and

WHEREAS: Customer service is everyone's goal - Los Alamos County is committed to providing quality essential services, and top-notch service is a priority for every County employee; and

WHEREAS: the Council wishes to recognize the achievements of County staff in the field of customer service, and to encourage continued commitment to customer service excellence in everyday activities, services and programs;

NOW, THEREFORE, on behalf of the Council of the Incorporated County of Los Alamos, I do hereby proclaim the Week of October 3 through 7, 2016 as

"CUSTOMER SERVICE WEEK"

in Los Alamos County, and thank our employees for their hard work and dedication in serving the citizens of Los Alamos County.