



City of Huntington Beach

Department of Planning and Building

CUSTOMER SERVICE GOALS AND EXPECTATIONS

Present a Professional Image and Positive Attitude by striving to...

- Speak positively and concisely
- Dress appropriately for job performed
- Keep technical skills current

Create a Positive Customer Experience through...

- Being accessible
- Giving honest, friendly, fair, and expedient service to **all** customers (external and internal)
- Being proactive, anticipate customers' needs, and give adequate notice
- Being creative, offering options within Code requirements and the law; finding solutions to say "yes", rather than saying "no"
- Taking ownership of work, recommending solutions to problems and/or processes
- Apologizing when a mistake is made, taking responsibility, fixing it, and following up promptly
- Providing a professional, positive, and respectful attitude

Practice Consistency by striving to...

- Be accurate in all work performed
- Follow department and City policies and procedures

Be an Effective Communicator through...

- Active listening, asking questions to make sure you have the correct information
- Practicing patience, empathy, and understanding in communications
- Providing customers with explanations and/or reasons for decisions/actions
- Diffusing hostile situations
- Avoiding unproductive interactions with customers

(Updated Feb. 5, 2012)

