

Proclamation

WHEREAS,

Fulton County is committed to enhancing its customer experience in an effort to better the lives of the citizens it serves through consistent, courteous, accurate, fair and uniform best customer service practices, and



WHEREAS,

Fulton County, through implementation of its customer service policy, developed a standard level of service that is convenient, user friendly, inclusive, accessible and appropriate; and



WHEREAS,

Fulton County has a documented customer service framework designed to govern the customer experience with Fulton County Government; we aim to provide an environment where members of the public and staff feel valued, and services are tailored to meet the needs of the customers; and



WHEREAS,

excellence in customer service is a key principle of building customer loyalty and trust that their government is "efficient, effective and fiscally sound"; and



WHEREAS,

satisfied citizens share their positive experiences with others, which align with the Strategic Plan Mission Statement; "to deliver efficient, high impact service to every resident and visitor of Fulton County";



NOW, THEREFORE, BE IT RESOLVED, That the Board of Commissioners of Fulton County, in conjunction with the International Customer Service Association, affirms the County's efforts to ensure quality customer experiences and solutions for internal and external customers, who interact and/or conduct business with/or for the County and does hereby proclaim October 7 – 11, 2024 as **"CUSTOMER SERVICE WEEK"** in Fulton County Georgia.




Fulton County Board of Commissioners


Chair to the Commission


Vice Chair

Attest:


Clerk to the Commission


Commissioner


Commissioner


Commissioner


Commissioner

Commissioner

F U L T O N C O U N T Y