

SERVICE-ORIENTED: We deliver exceptional service to all internal and external customers.

EMPOWERED: We are supported in taking the initiative to improve services.

RESPONSIBLE: We go the extra mile and ensure that customer needs are met.

VALUES-DRIVEN: We do the right thing for customers and the residents of Salt Lake County.

INFORMED: We understand the many services Salt Lake County provides and we apply the “no wrong door” approach.

COURTEOUS: We treat customers well, even under pressure.

ENGAGED: We actively listen to our customers and ensure they feel heard.

Guiding Principles

Providing excellent customer service on a consistent basis is no easy task. It requires a great deal of patience, concentration and an open state of mind. We must listen, use our best instincts in difficult situations, and support our colleagues. However, committing to provide that extra effort does yield rewards and can become a habit that actually makes us feel good, and makes our jobs more fulfilling.



We practice the Mayor's philosophy of *No Wrong Door to Government*. We assist customers with issues large and small, and we do not stop assisting them because the issue extends beyond the walls of our department, the jurisdiction of Salt Lake County, or the borders of our state or Nation. It's now possible to find the answer to most questions, or direct the customer to the right place by using the Salt Lake County website or a Google search.

"Customers have a right to expect that..."

They have an equal opportunity to be heard, and their input taken seriously by the Mayor and his staff.

Telephone/Voicemail/

"Customers have a right to expect that..."

- A person, not voicemail, will answer the main number at each answering station during business hours.
- Telephone calls and voice mails will be returned within 24 hours.

Written Correspondence

(Includes Letters, Memoranda, E-mails & Faxes)

"Customers have a right to expect..."

- Information regarding their inquiries is complete, accurate and precise.
- A timely response to their request or an interim communication explaining the delay. A timely response for e-mail is within 24 hours on a regular business day and for letters is within five business days.
- All e-mails and letters to contain a signature block including: Name – title – Salt Lake County Mayor's Office - 2001 S. State Street, Suite #, telephone - and e-mail address.

In Person

"Customers have a right to expect..."

- The full attention of the next available staff person. This may include offering them a place to sit, water, or meeting with them privately in a conference room.
- That a staff member, will do their very best to give the customer sufficient time to discuss their issue, and that the staff member will take notes during the conversation.
- That the Staff member will provide a business card to the customer, and will follow up with them within 5 business days after research on the issue.
- If the issue is more complicated, the customer will be notified within 5 business days that we're still working on their issue, and we will continue to stay in contact until we have done everything in our power to solve their issue.