



**Special City Council Meeting  
6:00 PM, MONDAY, JULY 20, 2015  
Conference Room  
Farmington City Hall  
23600 Liberty St  
Farmington, MI 48335**

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**SPECIAL MEETING AGENDA**

**1. CALL TO ORDER**

**Roll Call**

**2. APPROVAL OF AGENDA**

**3. PUBLIC COMMENT**

**4. INTERVIEW FOR BEAUTIFICATION COMMITTEE - GAYATHRI  
ILANGO**

**5. ITEMS FOR REVIEW**

**1. Resolution for water and sewer contracts with the city of  
Detroit and The Great Lakes Water Authority**

**2. Resolution authorizing 2015 Capital Improvement Bond**

**3. Farmington Guest Service Guarantee**

**6. OTHER BUSINESS**

**7. COUNCIL COMMENT**

**8. CLOSED SESSION**

**1. Confidential Communication from City Attorney**

**9. ADJOURNMENT**

**Motion To Adjourn**

**Farmington City Council  
Staff Report**

**Council Meeting Date:**  
July 20, 2015

**Reference  
Number  
(ID # 1950)**

**Submitted by:** David Murphy, City Manager

**Description:** Farmington Guest Service Guarantee

**Requested Action:**

**Background:**

In order for Farmington to be a Michigan Economic Development Corporation (MEDC)-ready community, we must have a customer service policy. Administration has drafted a policy for our offices.

**Agenda Review**

**Review:**

David M. Murphy Pending

City Manager Pending

City Council Pending 07/20/2015 6:00 PM



## Farmington Guest Service Guarantee

### **Guarantee:**

#### *Vision Statement –*

The City of Farmington is committed to excellence in customer service. We will provide knowledgeable, courteous, understanding and efficient service to those we are privileged to serve and with whom we work. We will strive to deliver quality customer service at a clear, fair and consistent level through continuous improvement.

#### *Guest Rights:*

1. Receive prompt, quality service whether at the public counter, in the field, via e-mail, or over the telephone
2. Be treated with respect
3. Be treated professionally and courteously commensurate with the situation
4. Have needs easily understood and identified
5. Have systems and processes clearly explained
6. Receive more than expected
7. Expect clean and comfortable environments
8. Receive knowledgeable and accurate information and responses
9. Have opportunities to give feedback

### **Values:**

The City of Farmington employees are committed to providing quality services and take pride in contributing to the community. Our team members are motivated by fair and positive recognition and possess a sense of value to deliver quality customer service.

We proudly provide essential community services through planning, goal setting, engagement and prioritization that are supported by City Council and delivered transparently.

We pride ourselves on communicating openly and honestly through a variety of methods and encourage internal and external feedback which is accurate and timely to most effectively inform all organization members.

We believe and take pride in Farmington's tradition of partnering with the greater area. We desire to be first to step up and partner, to be leaders who follow through on mutually beneficial co-operations. With the assistance of school service agencies, and other governmental units, we can find areas of each of our strengths to provide the best and most efficient service to citizens and businesses.

## **Employee Responsibilities:**

1. **Be accessible**
  - a. If unable to respond to messages within one (1) business day, provide an “out of office” voicemail message and e-mail that includes:
    - i. Alternative contact information for prompt assistance
    - ii. Date of expected return
2. **Be resourceful**
  - a. Be knowledgeable of City services
  - b. Refer individuals to appropriate contacts when necessary
  - c. When transferring calls, ensuring the individual is available before connecting the line
    - i. If they do not answer, ask the guest if they would like to leave a message before connecting to voicemail
    - ii. Offer the guest a direct contact number and e-mail address for the individual
3. **Look professional**
  - a. Adhere to departmental dress code
  - b. Maintain a well-groomed appearance
4. **Go above and beyond**
  - a. Display willingness to explain step-by-step directions for questions dealing with the website, permits, registration, etc.
  - b. Deal with issues outside your “scope of responsibility” whenever practical
5. **Treat your fellow co-workers like Guests**
  - a. Follow the golden rule: Treat others the way you would want to be treated”
  - b. All “responsibilities” apply to internal affairs
  - c. Communicate with co-workers about work schedule and program updates

## **Suggested Guest Service Prompts:**

### **Phone Calls:**

Good morning or afternoon. City of Farmington [DEPARTMENT NAME]. How can I assist you?

### **Phone Away Message:**

You have reached [FIRST NAME] with the City of Farmington [DEPARTMENT NAME]. I will be out of the office beginning [DATE] through [DATE], returning [DATE]. If you would like to leave a message, I will get back to you promptly upon my return. If you need immediate assistance, please call the main City phone number and enter extension [NUMBER].\

### **E-mail Away Message:**

I will be out of the office beginning [DATE] through [DATE], returning [DATE]. I will respond to your e-mail promptly upon my return. If you need immediate assistance, please call the main City phone number and enter extension [NUMBER].



# City of Farmington

## Guest Services Guarantee

### **Guest Services Vision Statement:**

The City of Farmington staff will provide knowledgeable, courteous, understanding and efficient service to our guests, citizens, and all internal departments with whom we are privileged to work. We will strive to deliver quality customer service at a clear, fair and consistent level through continuous improvement.

### **Guest Rights:**

- Receive prompt, quality service whether at the public counter, in the field, via e-mail, or over the telephone
- Be treated with respect
- Be treated professionally and courteously commensurate with the situation
- Have needs easily understood and identified
- Have systems and processes clearly explained
- Receive more than expected
- Expect clean and comfortable environments
- Receive knowledgeable and accurate information and responses
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**Farmington City Council  
Staff Report**

**Council Meeting Date:**  
July 20, 2015

**Reference  
Number  
(ID # 1951)**

**Submitted by:** David Murphy, City Manager

**Description:** Confidential Communication from City Attorney

**Requested Action:**

Move to enter into closed session.

Move to exit closed session.

**Background:**

**Agenda Review**

**Review:**

David M. Murphy Pending

City Manager Pending

City Council Pending 07/20/2015 6:00 PM