

**In Recognition of  
Customer Service Week  
October 7-11, 2013**

- WHEREAS,** in a thriving free enterprise system such as ours, which provides consumers with a wide range of goods and services from which to choose, the most successful businesses are those that display a strong commitment to customer satisfaction; and
- WHEREAS,** successful local governments also place a high value on customer service; and
- WHEREAS,** the City of Fort Lauderdale is a service business which relies on the efficient and courteous actions of its employees to ensure the satisfaction of its residents, visitors, and business customers; and
- WHEREAS,** this year, as the City of Fort Lauderdale continues to evolve and focus on new initiatives, our customer service professionals are committed to meeting the needs of our community by enhancing existing services such as offering Code Enforcement seven days a week, supporting our neighbors during the transition to single stream recycling, using Code Red to provide information to thousands of our neighbors during emergency events and expanding LauderServ to offer more options; and
- WHEREAS,** Customer Service Week is an international event devoted to recognizing the importance of customer service and honoring the people who work on the frontlines serving and supporting customers; and
- WHEREAS,** City employees, who are on the front line of customer service everyday such as those responsible for utility customer service by telephone, in person, and in the field; parking services; building services; police records; parks and recreation; and those handling telephones in fire-rescue dispatch, the City Manager's Office, and the City Commission Office, are the unsung heroes of our organization; and
- WHEREAS,** the International Customer Service Association began Customer Service Week in 1988. In 1992 the U.S. Congress proclaimed Customer Service Week a nationally recognized event.

**NOW, THEREFORE, WE,** as City Commissioners of the City of Fort Lauderdale, Florida, do hereby proclaim the week of **October 7 – 11, 2013 as:**

**CUSTOMER SERVICE WEEK**

in the City of Fort Lauderdale and do thank and recognize our employees for the outstanding service they provide.

**DATED this,** the 1<sup>st</sup> day of October 2013.

