



**CHANDLER POLICE  
DEPARTMENT  
GENERAL ORDERS**  
*Serving with Courage, Pride, and Dedication*

Order

**A-01 DEPARTMENT PHILOSOPHY**

Subject

**300 Customer Service  
Expectations**

Effective

**01/22/16**

**A. POLICY**

This order describes Chandler Police Department's expectations for customer service.

**B. VISION STATEMENT**

The members of the Chandler Police Department will lead the way in customer service satisfaction in the law enforcement community.

**C. MISSION STATEMENT**

Regardless of title, rank, or position, employees will strive to deliver exceptional customer satisfaction by providing timely, responsive service with integrity, simplicity, and a passion for excellence while meeting or exceeding customer expectations. We will do so with a sense of urgency, connection, ownership, resourcefulness and success.

**D. EXTERNAL CUSTOMERS**

1. Greet our customers in a courteous and professional manner
2. Listen effectively to our customers' requests and promptly take necessary action to assist them
3. Inform customers of normal process time, expected completion, and of any delays
4. Respond to email/website/voice mail questions and requests before the end of the next scheduled work shift
5. Finish encounters with customers in a courteous and professional way
6. Own the issue and provide direct contact information to the customer in the event it is necessary to pass them on to another department

**E. INTERNAL CUSTOMERS**

1. Interact with each other in a courteous and professional manner
2. Inform internal customers of normal process time, expected completions, and of any delays
3. Work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions
4. Be considerate, cooperative, and helpful to every staff member to ensure quality services
5. Hold ourselves and each other accountable for our performance and behavior

**F. CUSTOMER SERVICE DELIVERY**

1. Strive to exceed the expectations of all customer groups. Any contact is an important contact. Every need is a special need, and when possible, an immediate resolution is our practice.
2. Anticipate the needs of those we serve by proactively working to anticipate and deliver service, information and resolution in partnership with our community
3. Hold ourselves and each other accountable for our service commitment
4. Make customer service a benchmark for performance.
5. Be conscious of our communication style (e.g. audible voice, eye contact, tone of voice, etc.) and communicate in a professional manner
6. Make a conscious effort to recognize employees who hold themselves to a higher standard of expectation with City VALUES, Quarterly and Annual Awards Recognition
7. These expectations are our values and approach to service, and meant to be complimentary to the multitude of policy and operational manuals applicable to the various Bureaus, Divisions, Sections and Units

