



CITY OF ATLANTA

M. KASIM REED
MAYOR

ARBORIST DIVISION

DEPARTMENT OF PLANNING,
AND COMMUNITY
DEVELOPMENT

JAMES E. SHELBY
COMMISSIONER

Standard of Practice

Customer Service

- The City of Atlanta strives to improve the quality of service for all customers, both external and internal. In practice this means that anyone who lives in or visits the City has the right to expect service that is seamless, fast, courteous, professional, and flexible.
- A large part of an employee's job is customer service. It is imperative that an employee's conduct be one that favorably promotes the Arborist Division and the City of Atlanta. Therefore, all employees are expected to provide quality service to all customers, in a prompt, courteous, and effective manner. Employees shall be civil, orderly, and courteous to members of the public, as well as other city employees, and shall not use coarse, insensitive, abusive, violent, or profane language.
- It is each employee's responsibility to answer the telephone promptly. Be courteous and professional at all times. Voicemail should be cleared daily and all calls returned within 2 working days.
- Email accounts have been established for all City of Atlanta employees. At a minimum, provide an email acknowledgement to the inquirer within 1 working days if an answer cannot be provided during this time.
- The City of Atlanta has provided communication devices such as cell phones to staff. Employees shall ensure that all assigned communication devices shall be fully charged and powered on for receipt of transmissions while on duty.