



Government Customer Service Standards

By Daryl Covey

Createspace, United States, 2012. Paperback. Book Condition: New. 201 x 122 mm. Language: English . Brand New Book ***** Print on Demand *****.This authoritative guide shares the true best practices for delivering services in the public sector as identified by a select group of experienced government service managers representing all lines of business. They have applied their hundreds of years of collective experience as both service managers and citizen customers to provide you a practical and comprehensive model for effective service delivery across telephone, email, postal mail, facsimile, walk-in, and web channels. The result is an unprecedented strategic map for service evolution as well as an indispensable guide for resource prioritization when dealing with fiscal realities. Government Customer Service Standards is dedicated to all the people who answered the call and came together to create something we all believed in so strongly that we worked by consensus. Their collective vast understanding of contact services in the public sector has given this body of knowledge the intrinsic viability, credibility, and usability befitting an open standard for government services. I thank them on behalf of government service managers and citizens everywhere for making time beyond their regular duties to make a difference...



[READ ONLINE](#)
[2.18 MB]

Reviews

This publication can be really worth a go through, and a lot better than other. It is actually written in straightforward words and phrases instead of confusing. I discovered this pdf from my dad and I suggested this publication to learn.

-- Jackeline Rippin

A high quality book and also the font employed was intriguing to read. I was able to comprehend every thing out of this created e book. You won't really feel monotony at whenever you want of the time (that's what catalogues are for concerning should you check with me).

-- Prof. Johnson Cole Sr.