



GOAL 9:
PROVIDE HIGH-QUALITY CUSTOMER SERVICE.





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Discussion:

Forest employees will strive to meet the highest standards of customer service. Customer service performance will be compared to the best in the business, with simple rules, reasonable choices, flexibility and less red tape. Service standards will be posted and results will be measured against them.

Customers include recreation users, loggers, miners, permittees, interest groups, cooperating agencies, Congressional representatives, the media, and co-workers. They are many of the people with whom Forest employees interact. As customers are identified, they will be surveyed to determine the kind and quality of services they want and their level of satisfaction with existing services.

Objectives:

901. Provide customers the kind and quality of services they reasonably want.
902. Provide customers with choices in both the sources of service and the means of delivery.
903. Respond to information needs of the public.
 - a. Consider the needs of the visitor in regard to timing (pre-trip planning, travel to destination and on-site), method (mail, phone, handouts, person to person), and the variety of materials (signs, posters, brochures, recreation opportunity guides, maps). Maintain information centers in public areas.
 - b. In a timely manner fully inform customers who need to know about the process required for grants, agreements, contracts, and permits.
904. Consider the international visitor in information services.
905. Maintain office hours that meet the public's demands. Provide alternatives for public contact when offices are closed. Provide reception areas, buildings and signs that convey a positive impression to our visitors.



906. Provide consistent treatment of customers by coordinating fees and procedures between units before establishment.

907. Facilities and programs will be accessible to persons of all ages and abilities.

908. Provide means to address customer complaints.