



Government Customer Service Standards (Paperback)

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...



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Reviews

Thorough information! Its this kind of very good read. It is writter in basic words and not hard to understand. You wont feel monotony at anytime of your respective time (that's what catalogues are for regarding should you question me).

-- **Roel Bogisich Sr.**

Certainly, this is actually the greatest job by any publisher. It is really simplistic but shocks within the 50 % of the pdf. I am just happy to tell you that this is the very best ebook i have read in my own lifestyle and may be he greatest ebook for actually.

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