



East Texas Council of Governments Customer Service Creed

Look for a way to say “yes” to the customer within appropriate legal and ethical boundaries.


Strive to exceed customer expectations.

Listen to the customer first; confirm the message and facilitate a solution IF requested by the customer.

Approach work with a positive attitude, always looking for ways to improve our service.

Be a candid, kind and encouraging member of the team.

Apply the 4-way test to the things we think, say, or do:

1. Is it the truth?
 2. Is it fair to all concerned?
 3. Will it build goodwill and better friendships?
 4. Will it be beneficial to all concerned?
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