

National Customer Service

Week

Every Day Heroes of Customer Service



When:

October 5th – 9th
12:00pm – 1:00pm

Where:

Municipal
Service
Building,
Room 1450

The City of Philadelphia would like to cordially invite you to participate in National Customer Service Week taking place from October 5th – October 9th in the Municipal Services Building.

Philly311 will facilitate one hour workshops, each day, as part of our first annual lecture series to celebrate Customer Service Week. All city employees are invited to attend.

This lecture series will inform and educate city employees about service-centered practices, and how the City can continue to improve all of our services and maintain a standard of excellence for our customers. The workshops will be lead by both internal and external industry experts and will cover a range of customer service topics, including contact centers for new technologies, best practices, and social strategies to meet the customers' needs.

Please see the full agenda for the week and register for all of the sessions that interest you. The City is expanding its customer service initiatives beyond the walls of City Hall to include all City departments and agencies, so we can truly be the connected, responsive, and transparent City we envision. Come join us.

Thank you for your interest. We look forward to celebrating all of Philadelphia's every day heroes during Customer Service Week.

Please RSVP by contacting Gabriela.Raczka@phila.gov.
Space for each workshop is limited.