



Rogers Fire Department Standard Operating Procedures

Policy Title:	Customer Service		
Policy Number:	153	Volume:	Administration
Approved By:	Tom Jenkins	Last Updated:	June 2010
CFAI Reference:	N/A	CAAS Reference:	N/A
Revision Summary:	Created – June 2010 Formatted – May 2012		

PURPOSE

The purpose of this policy is to ensure that the fire department maintains a positive working relationship and image within the community.

POLICY

At some emergency incidents and during the routine daily activities, we have the opportunity to come in contact with citizens that need assistance outside of our normal operating guidelines. It is the responsibility of all personnel to meet or exceed our “customers” expectations. All employees of the Rogers Fire Department, regardless of rank, are empowered and expected to assist customers in a manner that is consistent with the RFD mission statement.

It is the policy of the Rogers Fire Department to maintain a positive public image and exceptional customer service by:

- Taking advantage of opportunities to help citizens with quick tasks, such as:
 - Opening doors
 - Helping carry groceries
 - Assisting with vehicle problems in the roadway
 - Giving rides during rainstorms
- Using good judgment and common sense when dealing with problems involving citizens.
- being kind, considerate and professional regardless of the customer.
- Occasionally performing task(s) that are not part of your immediate job description, but promote good will and perception of the fire department.