

Customer Service Charter

Purpose:

The New York City Bar is committed to providing excellent customer service to our members, customers and guests that not only meets, but exceeds expectations.

Scope:

The entire New York City Bar staff will at all times warmly acknowledge each member, customer and guest and be as helpful as possible in all interactions. Our commitment is to respond promptly and professionally to their needs in order to provide the best solutions and resources. All employees also commit to performing beyond the immediate requirements of their job descriptions in order to support the overall goals of the Association.

Standards:

Members, customers and guests of the New York City Bar can expect our staff to:

1. Be **kind, courteous, professional and helpful** at all times.
2. Show **genuine interest** and be **active listeners** to best **understand** their needs.
3. **Be knowledgeable** in order to ensure that information about our products, services, programs, events and operations are communicated clearly.
4. **Build relationships** to gain **loyalty** and add to **goodwill** of the organization.
5. Take **personal responsibility** to guarantee that the **needs of our members, customers and guests are met**, and that their experience has **exceeded** their **expectations**.
6. Respond to all communication in a **timely manner** and **follow-up** to ensure that their needs were met.