

CITY OF GOSHEN



"THE MAPLE CITY"

Allan Kauffman, Mayor
City of Goshen

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September 11, 2002

To Whom it May Concern:

The City of Goshen, upon hearing good things from Mayor Wiggins of the City of Warsaw, contacted Jerry Hogan of Resource Development Group to provide customer service training in Goshen. A decision had to be made whether to offer initial training to people who were the front line customer contacts or to department heads. Decision was made to offer it to department heads and supervisors, with the expectation that the learning would trickle down throughout the organization.

The primary purpose was to better orient city government personnel to best customer service practices. Having come from a sales background, I was aware how important quality customer contacts are to the reputation of an organization. Public sector employees and managers are often less sensitive to the need for good customer service, and unaware of the consequences of poor customer service. A secondary purpose was to emphasize the need for teamwork, and to help department heads understand how their department's work affects other departments. While most departments were already performing satisfactorily, I felt there was room to improve.

I was generally pleased by the results. As with any type of training, it "took" better for some employees than others. Individual results have everything to do with the attitude the employee brings to the table. In a few cases, I wish I had done a better job of describing the purpose and desired results to employees. Most understood very well. The exercises required between the weekly sessions were critical to enforcing the concepts introduced in the workbook and/or presented by Jerry. Those employees who followed instructions profited more than the few who did not.

All in all, I am pleased that the City of Goshen contracted with Resource Development Group and Jerry Hogan. I know our employees are more aware of the importance of good customer service, and the fact that each department's performance affects how the public feels about all departments.

Sincerely,

A handwritten signature in cursive script that reads "Allan Kauffman".

Allan Kauffman





CITY OF WARSAW
Ernest B. Wiggins, Mayor

December 5, 2002

To Whom It May Concern:

I consider it a privilege to write this letter of support for Jerry Hogan of the Resource Development Group. Jerry was contacted to provide training to the Department Heads of the City regarding effective Customer Service.

It is my philosophy that city government is very much a service industry, with its customers being our citizens. I am keenly aware how important contact between the public and city employees is. I wanted Jerry to effectively communicate this philosophy to the Department Heads with the expectation that they would then pass this knowledge on to the other employees. I was very pleased with Jerry's presentation and curriculum. He interacted with us all and earned the trust and confidence that effective customer service is vital to our success in providing service to our community.

A secondary benefit attained was the communication between the departments and the importance of teamwork in the performance of their jobs. I was pleased that as a result of the training sessions the department heads came to better appreciate the work that other departments do which interacts with their own. This was extremely important and beneficial.

I would encourage any governmental entity to talk with Jerry and discuss how he could provide training to their employees regarding these issues. The service he provided to the City of Warsaw was invaluable.

Sincerely yours,

Ernest B. Wiggins, Mayor
City of Warsaw