



My **BEST SERVICE** Pledge

As a Palm Beach County Water Utilities Department employee, I am committed to providing my customers with BEST Service in my daily interactions. My customers can expect that I will demonstrate...



...Professionalism

- *Create a respectful work environment*
- *Arrive at work each day and demonstrate my commitment to best customer service*



...Empathy

- *Show care and concern*
- *Find the best solution according to policy*



...Quality

- *Provide accurate, consistent, and complete information*



...Communication

- *Actively listen, responding with a positive tone*
- *Show understanding of the matter and educate the customer on options to resolve the issue*



...Knowledgeable/Problem Solving

- *Understand our policies and procedures*
- *Utilize all tools and training available*
- *Be confident in the service I provide*

Employee Signature

Date