



Customer Service Principles

- Greet every customer with a smile – even over the phone
- Provide prompt, courteous and professional service
- Be an active listener
- Show compassion – do not be judgmental
- Always say “please” and “thank you”
- Be a team player - assist your co-workers with a smile

**REMEMBER...SHA IS A SERVICE AGENCY
WE ARE HERE TO SERVE OUR CUSTOMERS**

These Customer Service Principles were approved by the Salem Housing Authority Board on June 9, 2010.



John A. Boris, Chairman
Peter K. Strout, Vice Chairman
Frank J. Milo, Second Vice Chairman
James R. Zisson, Treasurer

Carol A. MacGown, Executive Director

EXTRACT FROM THE MINUTES OF THE
REGULAR MEETING OF THE BOARD MEMBERS OF THE
SALEM HOUSING AUTHORITY HELD ON
WEDNESDAY, JUNE 9, 2010

The BOARD MEMBERS of the SALEM HOUSING AUTHORITY met in a REGULAR MEETING at the office of the Authority, 27 Charter Street in the City of Salem, Massachusetts on WEDNESDAY, JUNE 9, 2010, the place, hour, and date duly established for the holding of such meeting.

The meeting was called to order at 6:03 p.m. by John A. Boris, Chairman and upon a roll call, the following answered present:

Present

John A. Boris
Peter K. Strout
James R. Zisson

Absent

Frank J. Milo

Also Present: Carol A. MacGown and Kathleen Wilkinson

The Chairman declared a quorum present.

RESOLUTION

The following resolution was introduced by John A. Boris, Chairman, read in full, and considered:

James R. Zisson moved to accept the Customer Service Principles, as presented, and authorized Carol A. MacGown to disseminate and display said document. Peter K. Strout seconded the motion and the vote was as follows:

Ayes

John A. Boris
Peter K. Strout
James R. Zisson

Nays

The Chairman thereupon declared the motion carried and said resolution adopted.

