



# PROCLAMATION

ONE CITY. ONE JACKSONVILLE.

- WHEREAS:** Customer Service Week has been formally observed in the United States since 1992, in recognition of the immense impact customer service professionals have on the American consumer and the economy; and
- WHEREAS:** Customer service professionals are often the primary point of contact for consumers and clients. They are integral to both the customer experience and an organization's success; and
- WHEREAS:** Customer service professionals are part of the everyday experience for the American consumer and excellent customer service should be a priority of every American employee, business, and industry; and
- WHEREAS:** Customer service professionals are relied upon to meet ever-changing customer and market needs. As we compete to remain leaders in a changing global economy, excellent customer service delivers an important advantage over foreign contenders; and
- WHEREAS:** The City of Jacksonville is proud to host its own customer service call center, 630-CITY. These professionals act as the primary point of contact for citizens requesting assistance or information regarding City services. In August 2021, 630-CITY assisted more than 120,000 Jacksonville citizens and received an almost 87% Excellent rating for their customer service; and
- WHEREAS:** Jacksonville residents benefit greatly from the experience and economic growth driven by the customer service professionals here and around the country.

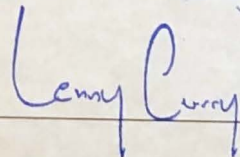
**NOW, THEREFORE, I, LENNY CURRY,** by virtue of the authority vested in me as mayor of Jacksonville, Florida, do hereby proclaim October 4 – 8, 2021 as

## CUSTOMER SERVICE WEEK

in Jacksonville and encourage all citizens to recognize and honor the exceptional work done by dedicated customer service professionals everyday.



IN WITNESS THEREOF, this 10<sup>th</sup> day of Sep.  
in the year Two Thousand Twenty one



MAYOR

CITY OF JACKSONVILLE, FLORIDA