



City of Novi

Guest Services Guarantee

Guest Services Vision Statement:

The City of Novi staff will provide knowledgeable, courteous, understanding and efficient service to our guests, citizens, and all internal departments we are privileged to work with. We will strive to deliver quality customer service at a clear, fair and consistent level through continuous improvement.

Guest Rights:

- Receive prompt, quality service whether at the public counter, in the field, via email, or on the telephone
- Be treated with respect
- Be treated professionally and courteously commensurate with the situation
- Have needs easily understood and identified
- Have systems and processes clearly explained
- Receive more than expected
- Expect clean and comfortable environments
- Receive knowledgeable and accurate information and responses
- Have opportunities to give feedback