

## Customer Service Policy Pledge

It is the policy of (section/department/organization) to provide our customers, our partners, and our fellow employees with the highest quality customer service that meets or exceeds their expectations. Through our compliance with the National Customer Service Association (NCSA) Certified Customer First Organization—CCFO™ program, we will utilize our employee and customer inputs to continually improve our customer service levels as we commit to maintaining TOTAL CUSTOMER SATISFACTION.

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NAME  
Chief Executive Officer

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NAME  
General Manager

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NAME  
Vice President Operations

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NAME  
Director of Human Resources