

**Corporation of the Town of Fort Frances**

**CUSTOMER SERVICE STATEMENT**

**A Customer is the most important person ever in this office...In person or by e-mail or over the phone.**

**A customer is not dependent on us...We are dependent on the Customer.**

**A Customer is not an interruption of our work...The Customer is the purpose of it.**

**We are not doing the Customer a favour by giving service...The Customer is doing us a favour by giving us the opportunity to do so.**

**A Customer is not someone to argue or match wits with. Nobody wins in an argument with a Customer.**

**A Customer is a person who brings us their wants. It is our job to serve the Customer**

