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## **Township of Brock Interoffice Memorandum**

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To: Mayor and Members of Council  
From: Stefanie Stickwood, Clerk's Assistant  
Subject: Customer Service Policy and Training Update  
Date: Tuesday, September 20, 2022

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On May 30, 2022 the Customer Service Policy and training was received by Council with the following resolution:

BE IT RESOLVED THAT Report 2022-GG-012, Customer Service Policy be received, and THAT Policy Number AP-24 Email Etiquette Policy be amended to reflect the timelines as outlined in the Customer Service Policy, and THAT staff be directed to begin the phased implementation of the Customer Service Policy with a report back to Council.

On June 16, 2022, training for the new Customer Service Policy began, and inside staff were provided with a training workshop that included standardized templates for all employees to follow.

As of September 2022, all inside staff, bylaw and the Supervisor of Operations had been provided with training and templates to assist them. This training has been incorporated into the onboarding program for all new staff hired.

The training program is ready to begin with the outside staff prior to the start of the winter season.

End of Memorandum

Respectfully submitted,

A handwritten signature in blue ink that reads "Stefanie Stickwood".

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Stefanie Stickwood  
Clerk's Assistant