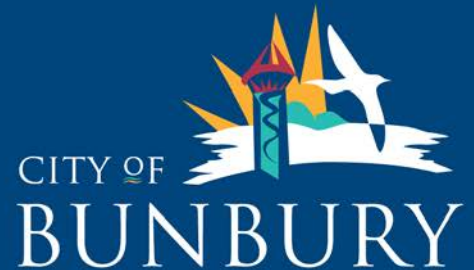


# MEDIA STATEMENT



Thursday, 24 May 2018

## **City rolls out improvements to customer service**

As part of the City of Bunbury's commitment to improving customer service, a hot desk has been set up for City officers at the Withers Community Library.

Community members are now able to access these officers who will be on hand to offer information and answer any enquiries.

A calendar showing which officer will be available and on which days will be on display at the library. Officers from Planning and Development, Community Development, Health and Rangers will be based at the hot desk on rotation as well as from other departments.

Manager Information Communication and Technology Martin Roberts said this was just one of the many customer service initiatives being rolled out to improve the way the City engages with the community.

"While visiting the administration building, members of our community and rate payers have been informally questioned around what are their customer service expectations and what they would like to see in our customer service area," Mr Roberts said.

"To meet these communicated ideas and expectations the City will be piloting a number of initiatives."

Earlier this year the City introduced a concierge service at its administration building. When a customer enters the building they are now greeted by the concierge (Customer Service Officer) from the other side of the counter who will then help direct the customer where they need to go.

A workstation has also been placed on the other side of the counter with two chairs so the concierge is able to show the customer how to enter information directly into our online system.

The City also has plans to move away from the traditional approach to customer service and instead offer a more interactive and streamlined experience.

This will include pods in the foyer for different requirements to enable multiple customers to be served at the time comfortably and efficiently.

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# MEDIA STATEMENT



**ENDS**

**Caption: City of Bunbury Information and Technology Officer Michael Todd helps a Bunbury resident with her enquiry at the Withers Community Library.**

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