

Mission Statement

PERSONAL SAFETY
PREVENT HARM
BE NICE



FIREFIGHTER EMPOWERMENT

ASK YOURSELF:

- IS IT THE RIGHT THING FOR THE CUSTOMER?
- IS IT THE RIGHT THING FOR OUR DEPARTMENT?
- IS IT LEGAL, ETHICAL, AND THE RIGHT THING TO DO?
- IS IT SAFE?
- IS IT ON YOUR ORGANIZATIONAL LEVEL?
- IS IT SOMETHING YOU ARE WILLING TO BE ACCOUNTABLE FOR?
- IS IT CONSISTANT WITH OUR DEPARTMENTS VALUES AND POLICIES?

IF THE ANSWER IS YES TO ALL OF THESE QUESTIONS, DON'T ASK FOR PERMISSION

JUST DO IT!

ESSENTIALS OF CUSTOMER SERVICE FOR THE DESERT HILLS FIRE DISTRICT

- OUR ESSENTIAL MISSION AND NUMBER ONE PRIORITY IS TO DELIVER THE BEST POSSIBLE SERVICE TO OUR CUSTOMERS
- ALWAYS BE NICE – TREAT EVERYONE WITH RESPECT, KINDNESS, PATIENCE AND CONSIDERATION
- ALWAYS ATTEMPT TO EXECUTE A STANDARD PROBLEM SOLVING OUTCOME; QUICKLY – EFFECTIVELY – SKILLFUL – SAFE – CARING – MANAGED
- REGARD EVERYONE AS A CUSTOMER – INTERNAL AND EXTERNAL CUSTOMERS
- CONSIDER HOW YOU AND WHAT YOU ARE DOING LOOKS TO OTHERS
- DON'T DISQUALIFY THE CUSTOMER WITH YOUR QUALIFICATIONS
- BASIC ORGANIZATIONAL BEHAVIOR MUST BECOME CUSTOMER CENTERED
- TRY TO ALWAYS SAY TO OUR CUSTOMERS “YES, WE CAN HELP YOU WITH YOUR PROBLEM”, LONG BEFORE WE REACH THE ANSWER “NO”
- WE MUST CONTINUE TO EVALUATE AND IMPROVE OUR CUSTOMER SERVICE PERFORMANCE
- REMEMBER THAT SUCCESS LIES JUST BEYOND OUR COMFORT ZONE. BE UNCOMFORTABLE - OFTEN