

**Before the Board of Supervisors in and for the
County of Monterey, State of California**

Resolution No.:

Adopt Resolution Honoring **Customer Service Week** Employees Providing Quality Customer Service.

WHEREAS, the County of Monterey is observing its fourth annual **Customer Service Week**, a celebration proclaimed in 1992 as the first full week of October by the U.S. Congress; and

WHEREAS, **Customer Service Week** is from October 2nd through 6th, 2023; and

WHEREAS, County employees strive to provide superior service to the people of the County of Monterey; and

WHEREAS, County employees are committed to understanding and anticipating customers' needs and work tirelessly to deliver services during critical times such as natural disasters, pandemics, and through societal, political, and economic challenges; and

WHEREAS, County employees achieve customer satisfaction by being responsive and providing courteous service; and

WHEREAS, County leadership extends sincere gratitude to its employees for their dedication and commitment to providing exemplary service to internal and external customers; and

WHEREAS, County employees consistently demonstrate care for their customers; therefore, are encouraged to engage in self-care through countywide programs that support employee growth and well-being including the Health Department's Employee Wellness Program, Behavioral Health website, the County's Employee Assistance Program, the Civil Rights Office Employee Resource Groups, the County's Better Up Coaching Program; the County's Leadership Learning Exchange website, which offers Customer Service and Stress Management resources.

NOW, THEREFORE BE IT RESOLVED, that the Monterey County Board of Supervisors, on behalf of the County and all residents thereof, recognizes and commends the County workforce for their exemplary and outstanding service not only during **Customer Service Week** but throughout the entire year.

BE IT FURTHER RESOLVED, that the Monterey County Board of Supervisors, on behalf of the County and all residents thereof, acknowledges County employees for their exceptional efforts in meeting and surpassing the needs and expectations of the people of the County of Monterey, and expresses gratitude to the County workforce who have and continue to provide steadfast service.

PASSED AND ADOPTED on this _____ day of _____, 2023, by the following vote, to wit:

AYES:

NOES:

ABSENT:

I, Valeria Ralph, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book _____ for the meeting on _____, 2023.

Dated:

Valerie Ralph, Clerk of the Board of Supervisors
County of Monterey, State of California.

By _____
Deputy