

STATE OF OKLAHOMA

2nd Session of the 44th Legislature (1994)

HOUSE

RESOLUTION NO. 1039

By: Anthony, Bonny, Fields,
Henshaw, Holt, Kinnamon,
Kouba, Paulk and Seikel

AS INTRODUCED

A Resolution encouraging state agency personnel to provide quality customer service to the business community and the public; encouraging state agencies to train state employees to be more customer friendly; and directing distribution.

WHEREAS, during the 1994 interim period, the Special Committee on Small Business held two successful public hearings to ascertain the needs and concerns of the small business community in Oklahoma; and

WHEREAS, during the course of these public hearings, testimony revealed the importance of state agency personnel providing quality customer service to the business community and to the public as a whole; and

WHEREAS, some state agencies provide customer service training programs to help their employees understand the importance of being cooperative and friendly to the business community and to the public as a whole; and

WHEREAS, other state agencies neglect to offer such training courses for their employees, and as a result, complaints have been voiced by dissatisfied business entities against state agencies; and

WHEREAS, professional and courteous conduct of state employees is crucial to the perception of that particular state entity and state government as a whole; and

WHEREAS, the Special Committee on Small Business recognizes the need for state personnel to receive customer service training programs commensurate to the training provided by the private sector in order to enhance communication skills and ensure courteous and friendly treatment when dealing with the public, thereby minimizing complaints.

NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE 2ND SESSION OF THE 44TH OKLAHOMA LEGISLATURE:

THAT the Oklahoma House of Representatives encourages state agency personnel to provide quality customer service to the business community and to the public.

THAT the Oklahoma House of Representatives encourages each state agency to offer customer service training to employees involved with meeting the public in order to enhance communication and cooperation between the public and private sectors.

THAT copies of this resolution be distributed to the chief administrative officer of each state agency in Oklahoma.

44-2-8708

ASK