

# ***PROCLAMATION***

## ***National Customer Service Week***

*October 3-7, 2016*

**WHEREAS**, National Customer Service Week was established by the International Customer Service Association (ICSA) in 1984 and proclaimed a national event by the U.S. Congress in 1992; and

**WHEREAS**, this year's theme is One Goal, One Team, No Limits; and

**WHEREAS**, the Town of Leesburg's Council and staff are dedicated to providing excellent and timely customer service to all its customers; and

**WHEREAS**, the Town of Leesburg's Customer Service team has developed a Customer Service Policy that follows the acronym L.E.A.D. – Leadership, Excellence, Accountability, and Dedication as a reminder of its core commitment to not only meeting, but exceeding customer expectations.

**THEREFORE, PROCLAIMED**, by the Council of the Town of Leesburg in Virginia, that October 3-7, 2016 is National Customer Service Week in the Town of Leesburg and all staff are reminded of their role in ensuring that the Town of Leesburg is an ideal community in which to live, work and play.

**PROCLAIMED** this 27<sup>th</sup> day of September, 2016.

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David S. Butler, Mayor

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Kelly Burk, Vice Mayor

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Fernando "Marty" Martinez

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Katie Sheldon Hammler

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Thomas S. Dunn, II

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Suzanne D. Fox

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R. Bruce Gemmill