

City of Tuskegee

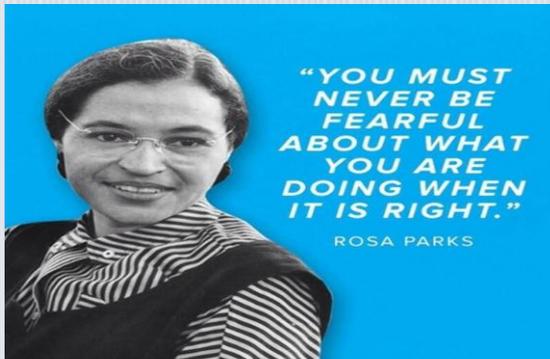
Are you fit for Duty/Service in 2015?

<http://www.fitfordutyinc.com>

Adequate Sleep The importance of sleep cannot be overstated. Humans can go weeks without food, days without water, but

Stress Management

Studies show that those who are physically and mentally prepared for the stress and impact of your



only about 36 hours without sleep before things start to go wrong. Some people claim to thrive on as little as 4-6 hours of sleep per day but studies have shown, while they might feel fine, their cognitive ability is significantly reduced. A problematic part of this process is that the less sleep we get the less able we are to judge how well we are functioning.

job cope better than those who are treated after the fact. This preparation starts with 8 hours of quality sleep and continues throughout the day.

Adequate Nutrition and Hydration

Every employee must eat enough quality food and drink enough water to support their level of activity.

Physical Fitness Exercise Daily



Birthday Lunch!!!

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We are so excited to announce that every third Wednesday of each month, we will be celebrating employee birthdays for that month with a small birthday lunch in the Tuskegee Municipal Complex Auditorium from Noon – 1pm. Please come out to see who you shares your birthday month!!!!



**SERVICE
AWARDS**
In HONOR of
your commitment
to the City of
Tuskegee.....

In the month of
your 1-year, 5-year,
10-year, 15-year,
20-year, 25-year,
30-year, 35-year
anniversary, please
make plans to join
the Mayor, City
Council, City
Manager, and
citizens at the 2nd City
Council meeting,
Tuskegee Municipal
Complex Auditorium,
6:00 pm for special
recognition.



10 Rules for Great Customer Service...

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- 1. Commit to quality service:**
 - a. Go above and beyond customer expectations.
- 2. Know your products:**
 - a. Help win a customer's trust and confidence.
- 3. Know your customers:**
 - a. Tailor your service approach to their needs habits.
 - b. Get to the root of customer dissatisfaction by talking to people and understanding complaints.
- 4. Treat people with courtesy and respect:**
 - a. Every contact with a customer leaves an impression of the City of Tuskegee!
 - b. Use phrases like "sorry to keep you waiting", "you're welcome," and "it's been a pleasure helping you."
- 5. Never argue with a customer:**
 - a. Be solution focused rather than problem focused.
- 6. Don't leave customers hanging:**
 - a. All communications with customers need to be handled with a sense of urgency.
- 7. Assume that customers are telling the truth:**
 - a. The majority of customers don't like to complain; In fact, they'll go out of their way to avoid it.
- 8. Always provide what you promise:**
 - a. Failure to do this is a sure way to lose credibility with your customer.
 - b. If you can't make good on your promise, apologize.
- 9. Focus on making customers, not making money:**
 - a. Focus on the quality.
- 10. Make it easy for the customer:**
 - a. Make processes simple and user-friendly.