

HOUSTON PERMITTING CENTER

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**CUSTOMER SERVICE PRINCIPLES**

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## It Is Our Priority to:

**1** Serve our customers in the most polite and knowledgeable way possible.

**2** Provide our customers with the most consistent and accurate information possible.

**3** Empower our employees to solve customers' problems.

**4** Measure our customers' satisfaction and continuously strive for improvement.

The Houston Permitting Center's mission is to help customers achieve their goals while complying with the City's regulations. Accomplishing our mission requires a continuous pursuit of improving the customer's experience. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of this philosophy.



# POLITE

**It is our priority to serve our customers in the most polite and knowledgeable way possible.**

# CONSISTENT

**It is our priority to provide our customers with the most consistent and accurate information possible.**

# SOLUTIONS

**It is our priority to empower our employees to solve customers' problems.**

# IMPROVE

**It is our priority to measure our customers' satisfaction and continuously strive for improvement**



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