

# City of Statesboro

## Request for Qualifications & Proposal

### Customer Service Training

**Date: January 13, 2017**

#### **Instructions**

Review this request for proposal. Include additional information as needed.

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#### **RFQP Overview**

- **RFQP Objective:** This request for proposals is for training services to assist the City of Statesboro in delivering customer service training sessions.
- **RFQP Purpose:** To train City of Statesboro employees at certain levels of the organization so they consistently practice behaviors which create a positive experience for all of our customers, both internal and external.
- **Our Customer Service Mission:** Ensure that interacting and doing business with the City is a pleasant, professional and productive experience.
- **Our Customer Service Vision:** Have a reputation for having the excellent customer service and with our citizens and customers.

#### **Description of Role of the Consultant**

- We would like a consultant to aid us in moving closer to our goals by conducting training for certain level of employees for effective customer service.
- We expect that a consultant will work with us for up to two (2) months offering a series of customer service trainings in increments of 2- 4 hour sessions to approximately 50-75 employees.

#### **Description of Desired Outcomes**

At the end of the process, we would like to see the following concrete outcomes (include outcomes specific to your organization's desires):

1. Conduct training and follow-up training for all line employees for effective customer service, on the phone, in person and in the field.
2. Provide subject matter expertise to the City of Statesboro to incorporate customer service training in new employee orientation.
3. Conduct Secret Shopper program training for baseline customer service level.
4. Established list of customer service metrics and/or core competencies to measure employee performance specifically in this area moving forward

#### **Proposal Content**

Interested parties should submit the following:

1. A proposal, not to exceed **four pages** and to include a proposed consulting/training plan. Proposals should contain the following:
  - Contact information

- Customer Service training expertise
  - Project description / approach
  - Training Outline / Design
  - References, with current contact information
2. A list of past clients.
  3. Resumes or CVs for all relevant team members.

**In the proposal applicants must clearly demonstrate the following:**

1. At least 10 -15 years' experience in the field of customer service training.
2. Proven knowledge of, and successful implementation of customer service training sessions.
3. Thorough understanding of issues of customer service.
4. Ability to communicate effectively with diverse populations.
5. Knowledge of and experience with government organizations.
6. Strong communication skills.
7. Flexibility.

## Budget

The budget for a consultant is under consideration and is not determined at this time.

## Timeline

- Consultant's work will begin no later than **February 15, 2017**
- **To be considered, letters of qualifications & proposal for consideration are due by 5:00pm on January 25, 2017 to:**

**The City of Statesboro Human Resources Department**  
**Attention: Jeffery Grant, Director of Human Resources Department**  
**Mailing Address: 50 East Main Street Statesboro, GA 30458**  
**Email Address: [jeff.grant@statesboroga.gov](mailto:jeff.grant@statesboroga.gov)**

## Contact Information

Any questions regarding this request for proposals should be directed to Jeffery Grant, [jeff.grant@statesboroga.gov](mailto:jeff.grant@statesboroga.gov) 912-764-0683.