

PROCLAMATION

WHEREAS: Since 1992, Customer Service Week has been formally observed in the U.S. in recognition of the immense impact customer service has on our system of free enterprise, the American consumer and the economy; and

WHEREAS: Customer service professionals work on the front lines of every business and are often the "face of the company" — the primary point of contact for consumers and clients — therefore contributing to the customer experience and a company's success; and

WHEREAS: Customer service professionals are integral to a company's ability to meet customer needs and adjust to an ever-changing market; and these employees act as a continuous, direct gauge of customer satisfaction; and

WHEREAS: As we compete to remain leaders in the changing global economy, effective customer service is an increasingly important advantage over foreign contenders; and excellent customer service should, therefore, be a priority of every American employee, business and industry as we work toward economic longevity; and

WHEREAS: The goals of Jacksonville-based Brightway Insurance is a prime example of the importance some businesses place on customer service; the company stresses industry leading customer service in both its mission and core values, and strives for high-quality customer service among the hundreds of insurance professionals it employs across the country; and

WHEREAS: Jacksonville residents benefit greatly from the customer experience and economic growth supported by customer service professionals here and around the country.

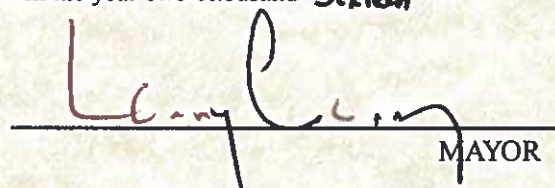
NOW, THEREFORE, I, LENNY CURRY, by virtue of the authority vested in me as mayor of Jacksonville, Florida, do hereby proclaim October 3 - 7, 2016 as

CUSTOMER SERVICE WEEK

in Jacksonville and encourage citizens to recognize and honor the dedicated employees who provide exceptional customer service each day.



IN WITNESS THEREOF, this *23rd* day of *September*
in the year Two Thousand *Sixteen*


MAYOR

CITY OF JACKSONVILLE, FLORIDA