



Fairfield Town Employees

We will exemplify the Town's mission, vision, and values:

Be an ambassador

- *Maintain a positive attitude*
- *Greet everyone courteously*
- *Always be professional*

Treat every customer with importance

- *Be respectful*
- *Treat residents and colleagues with an equal sense of urgency*
- *Keep your promises and commitments*

Provide prompt, accurate service

- *Take ownership/be accountable*
- *Be knowledgeable and helpful*
- *Follow up with customers*

We pledge to do our part to make our departments and our Town the model for excellent customer service; to treat all customers (colleagues and residents) with respect and friendliness.

We will take ownership of any problem that is within our power to solve and will do so with a positive and professional attitude.