



City of Miami Beach Service Shopper Program

Help Miami Beach address our Mission of "Providing Excellent Public Service": **Customer Service**

The city is looking for non-city employees to participate as shoppers for our Service Shopper Program.

What is the Service Shopper Program?

- It is a program that supports the City's Customer Service standards by helping assess how well the City is serving its customers by evaluating service deliver at interface points
- The program uses assessors to conduct assessments and objectively rate the customer service provided by city employees.
- The goal of the program is to obtain measurable data on customer service to achieve the following:
 - Assist all department(s) in heightening customer service awareness
 - Assist all department(s) in determining what additional staff training may be needed to improve the level of customer service provided
 - Evaluate program results as a tool for improving customer service to a level that meets the public's needs and expectations.
 - Help assess how well the City is serving its customers by evaluating service deliver at interface points

What do service shoppers do?

- Shoppers go to different public offices/areas and rate the level of service received based on our Customer Service Standards
- Assessments are usually completed during the regular work week from 9:00 a.m. to 5:00 p.m., but can also be completed at specific locations any time of the day and week.

How do I sign-up?

- Provide your name and contact information in the sign-up sheet
- You will be contacted by the Office of Budget and Performance Improvement to attend a one-hour training session.
- You cannot Service Shop until you have attended the training.
- Shoppers are required to complete a minimum of 4 to 16 hours to the program, but you are encouraged to volunteer as many hours as you wish.

Who do I call for questions and more information?

- Please contact Leslie Rosenfeld at the Office of Budget and Performance Improvement at 305-673-7000 ext. 6923.