State of
North Dakota
Office of the Governor

John Hoeven
Governor

PROCLAMATION
CUSTOMER SERVICE WEEK
OCTOBER 5-9, 2009

WHEREAS, in a thriving free enterprise system such as ours, which provides consumers with a wide range of goods and services from which to choose, the most successful organizations are those that display a strong commitment to customer satisfaction; and

WHEREAS, organizations that are built on customer service understand and anticipate the needs of customers and design goods and services to meet those needs, resulting in a commitment to service that leads to customer loyalty and improved bottom lines; and

WHEREAS, it is important that high-quality customer service be a goal of every person in business, industry and government in order for our state and nation to remain competitive in the global marketplace; and

WHEREAS, Customer Service Week is devoted to recognizing the importance of customer service and to honoring the people on the front lines of the service industry.

NOW, THEREFORE, as Governor of the State of North Dakota, I do hereby proclaim October 5-9, 2009, **CUSTOMER SERVICE WEEK** in the state of North Dakota.

John Hoeven
Governor

ATTEST:

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