



BATHO PELE AWARENESS CAMPAIGN

“COURTESY” August 2020

We must be polite and friendly to our customers.
Customers should be treated with respect, dignity and empathy. We must always be willing to assist all customers equally irrespective of their rank or status in life. Telephone etiquette is vital. All telephonic and written correspondence must be respectful.



Greetings,

Yep it's me again.

Your Batho Pele champion.

This month we shall take a look at the
Batho Pele principle “Courtesy”.

Always remember the Batho Pele Belief Set: “We
belong, We Care, We Serve”

Batho Pele aims to enhance the quality and accessibility of government services by improving efficiency and accountability to the recipients of public goods and services:

Courtesy is a very important principle to apply on our daily conduct in our municipality.

- ✓ Satisfy people with politeness and kindness.
- ✓ Use your words generously to everyone around you.
- ✓ To be courteous is to be liked and remembered.
- ✓ As Public Servants we contribute to the way citizens view the image of government through the way we treat our customers.

COURTESY

😊 You can practice Courtesy at the work environment in the following ways:

- Abide by the Municipal Courtesy Code
- Inform your customers about their service rights and standards
- Observe the dress code guiding principle
- Observe the Public Service Code of Conduct.

😊 Don't be rude in the name of practicing courtesy.

- Always treat customers with respect.
- Stay calm and attentive when dealing with an angry customer.
- Always remember the Golden rule:
"The customer is King or Queen".
- Always smile when answering the phone, your customers can sense it.

Call Centre - 24 Hrs: 0800 001 868

Email: callcentre@msunduzi.gov.za

😊 Become a Courtesy champ today by practicing the Courtesy Code.

***Let me remind you of the Municipal Courtesy commitment to our customers:**

- To answer the telephone politely and offer assistance in a professional manner.
- To identify ourselves to our clients, telephonically or face-to-face.
- All staff must be identified by name tags at all times.
- To offer to return a client's call if we are unable to assist immediately.
- To stay calm and respectful even when our client might be upset.
- To always remember that we, as Public Servants, are here to serve our clients.
- To go an extra mile for our clients.
- To portray a professional image through a dress code and excellent service delivery.
- To pay special attention to clients with special needs and the elderly.
- To treat all clients with equal respect and dignity.
- To respect the rights of others.



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For more information on Batho Pele initiatives, contact:

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Obtain all Batho Pele related information at:
www.msunduzi.gov.za :
Batho Pele