DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT GORDON
307 CHAMBERLAIN AVENUE
FORT GORDON, GEORGIA 30905-5730

REPLY TO
ATTENTION OF:

IMSE-GOR-ZA

NOV 15 2011

MEMORANDUM FOR All Garrison Personnel

SUBJECT: Garrison Commander's Policy Memorandum No. 11– Customer Service and Operations

1. Providing excellent customer service to all patrons is a primary responsibility for each of us who work in the Garrison. It is important that we be helpful, courteous, informative, and timely in the service we provide. Our reputation for accomplishing these responsibilities is top notch; I challenge each of you to continually improve the service we provide.

2. Providing a pleasant environment is an important part of good customer service. A pleasant environment also makes our own daily work experience more enjoyable and productive. I urge all to take personal interest in maintaining Fort Gordon as one of the best and most professional installations in the service. This may mean something as minor as pausing to straighten a crooked picture in the corridor, or it may mean ensuring that a service order has been submitted for a dripping faucet. Any office needing maintenance or repair must submit a work order or contact the Directorate of Public Works at 791-5520. For maintenance and repair of common-use areas in Darling Hall, contact Garrison Headquarters, 706-791-5790, which centrally manages the work requests that are submitted for Darling Hall's common areas.

3. The proponent for this policy letter is the Deputy to the Garrison Commander, 706-791-6300.

Robert A Barker
ROBERT A. BARKER
COL, SC
Commanding

This memorandum supersedes the Garrison Commander's Policy Memorandum No. 5 – Customer Service and Operations, dated 28 October 2009