



REPLY TO
ATTENTION OF:

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

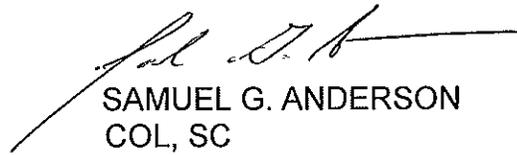
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MEMORANDUM FOR All Garrison Personnel

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

1. Customer service to all patrons is a core principal for each of us who work in the Garrison, it is the reason we exist. It is essential that we be helpful, courteous, informative, and timely in the service we provide. Our reputation for accomplishing these responsibilities is on display everyday, and it is the responsibility of every Garrison member to take ownership of this reputation through their actions.
2. Providing a pleasant environment is an important aspect of excellent customer service. A pleasant environment also makes the daily work experience more enjoyable and productive. I challenge 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.
3. The proponent for this policy letter is the Deputy to the Garrison Commander, 706-791-6300.


SAMUEL G. ANDERSON
COL, SC
Commanding

This memorandum supersedes the Garrison Commander's Policy Memorandum No. 11– Customer Service and Operations, dated 15 November 2011.