

PROCLAMATION NO. 2013-03

**A PROCLAMATION REQUESTING THAT ALL CITIZENS INVOLVED IN THE TOURISM INDUSTRY IN GARIBALDI BECOME Q-CARE CERTIFIED**

**WHEREAS**, tourism is one of the City of Garibaldi's largest and most important industries, and

**WHEREAS**, the tourism industry is one of the City of Garibaldi's top employers and is a leading contributor to Garibaldi's great way of life. The continued success of the City's tourism industry directly depends on first class service that will make our visitors' Garibaldi experience memorable, and

**WHEREAS**, good customer service is all about sending customers away happy and bringing customers back. If customers are happy, they will pass their positive experience along to others, who may then try local products or services for themselves, and

**WHEREAS**, the City of Garibaldi endorses The Oregon Quality Care (Q Care) Customer Service Training Program is a statewide customer service training certification program created to support the development of the Tourism & Hospitality Industry through enhanced guest experiences, and

**WHEREAS**, the Q Care Program provides statewide standardized customer service training, emphasizes the importance of quality customer service in the Tourism & Hospitality Industry, and equips Oregon employees with tools and resources needed to better serve our visitors, and

**WHEREAS**, the Oregon Q Care customer service training program is offered at no charge by Travel Oregon and the City of Garibaldi is confident that you will reap many benefits from the successful completion of this program. By taking the time to learn the Q Care system of customer service you help not only yourself and your employer, but will provide the type of service that will keep visitors coming back to Garibaldi visit after visit.

**NOW THEREFORE**, we, the Council of the City of Garibaldi respectfully request that all citizens of Garibaldi involved in the tourism industry in the community of Garibaldi, Oregon take advantage of the training program through the Q Care website at [www.oregonqcare.com](http://www.oregonqcare.com) and utilize that training to promote excellent customer service in the City of Garibaldi and our entire community.

**PROCLAIMED BY THE COMMON COUNCIL AND APPROVED BY THE MAYOR**, this 25<sup>th</sup> day of February, 2013.

  
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Hon. Suzanne McCarthy, Mayor

ATTEST:

  
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John O'Leary, City Manager