



Maryland Department of General Services Customer Service Overview

The Maryland Department of General Services' mission is to be the accessible and accountable support agency delivering expertise, essential services, and facilities operations and management to the state in order to enhance the quality of work and living environments for our customers and the citizens of Maryland.

The Maryland Department of General Services is committed to delivering **Great Customer Service**. This is a central component of our success, and it impacts the agency's mission and accomplishments. Every employee of the Department of General Services is challenging themselves to deliver **Great Customer Service** every day. To achieve this, employees work to dependably and accurately to deliver timely service to our customers while conveying trust, competence, and confidence. Our employees work in the best interest of our customers, co-workers, and the citizens of Maryland.

The Department of General Services Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email and phone inquiries within 24 hours of receipt.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state. For example, we are continually looking for ways to simplify and streamline the design and procurement process.
4. Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.

The graphic features the 'CHANGING Maryland for the Better' logo at the top, followed by the text 'CUSTOMER SERVICE PROMISE' in a large, bold, black font. Below this, the names 'Larry Hogan, Governor' and 'Boyd Rutherford, Lt. Governor' are listed. The main content is a list of four service promises, each with a red bullet point and bolded key terms.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor · Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

5. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.
6. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please visit our website located here: <http://dgs.maryland.gov/>.

[Click here](#) for our three question customer experience survey.