

Belmonte to provide customer service training to QC hall staff

AS part of her plan to improve the experience of residents in requesting services and acquiring documents in Quezon City hall, Quezon City Vice Mayor **Joy Belmonte** vowed to implement customer service training to employees in Quezon City hall to provide a more customer-friendly experience in catering to the needs of the people.

“We appreciate the services of all our staff, but of course we always aim for continuous improvement. Good and fast service in a warm and friendly environment will be good not just for

residents but also for all city hall rank and file,” Belmonte said.

Belmonte also mentioned her plans to innovate the services offered in Quezon City Hall through the use of technology wherein the process of acquiring documents will be automated and will be accessible through smartphones.

The vice mayor also vowed to bring services closer to communities by offering services to the barangay halls so that districts far from the city hall in Diliman do not need to travel just to obtain documents.