



## CITY COUNCIL ITEM SUMMARY

<b>MEETING DATE:</b>	June 5, 2025
<b>SUBCATEGORY:</b>	Contracts/Agreements
<b>DEPARTMENT NAME:</b>	Administration
<b>AGENDA ITEM TITLE:</b>	GMA Customer Service Training
<b>DEPARTMENT SUMMARY RECOMMENDATION:</b>	<p>City staff recommends entering into an agreement with the Georgia Municipal Association (GMA) to provide consulting services through their Embrace Program. Specifically, we propose offering GMA’s mandatory “Creating the Customer Experience” training for all City staff. This program is designed to enhance service delivery by focusing on both internal and external customer interactions.</p> <p>The training sessions are structured as 3-hour workshops, with an estimated cost of \$900.00 per session. Based on the projected need for 16 sessions plus travel costs, the total estimated cost would be \$15,500.00.</p> <p>We respectfully request the Council’s approval to move forward with this agreement to support our ongoing commitment to excellence in customer service.</p>
<b>LEGAL:</b>	N/A