



City of  
**Peterborough**

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**TO:** Members of the Museum & Archives Advisory Committee

**FROM:** Susan Neale, Museum Director

**MEETING DATE:** May 12, 2011

**SUBJECT:** Report MAAC11-006  
Peterborough Museum & Archives: "In the Spotlight"

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## **PURPOSE**

A report to advise Committee that the Customer Service Coordinator, City of Peterborough, will make a presentation at the May 12, 2011, Museum & Archives Advisory Committee meeting regarding Service Excellence "In the Spotlight".

## **RECOMMENDATION**

That the Museum & Archives Advisory Committee approve the recommendation outlined in Report MAAC11-006 dated May 12, 2011, of the Museum Director, as follows:

That the presentation by the Customer Service Coordinator, City of Peterborough, be received for information.

## **BUDGET AND FINANCIAL IMPLICATIONS**

There are no budget or financial implications associated with the recommendation.

## **BACKGROUND**

Given the Public Spaces Renovations of 2010, funded through Cultural Spaces Canada and the City of Peterborough, Peterborough Museum & Archives (PMA) staff identified an opportunity to enhance the quality of visitor services delivery.

The City’s Customer Service Coordinator led Service Excellence Workshops for PMA staff and volunteers (April 21 and May 5).

The Service Excellence Workshop is interactive and engaging, designed to provide staff and volunteers with the tools and processes to increase their level of customer service. Through discussion and activities, participants renew their customer-centric approach to their work lives.

## **SUMMARY**

As representatives of the City, Peterborough Museum & Archives staff and volunteers are trained and committed to serving the citizens and guests of Peterborough.

Submitted by,

Susan Neale, Museum Director

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