



City of Everett
Office of the Mayor
Carlo DeMaria, Jr.
484 Broadway
EVERETT, MASSACHUSETTS 02149

PRESS RELEASE

Monday, February 20, 2017

EVERETT OFFERS CUSTOMER SERVICE TRAINING TO CITY EMPLOYEES *DeMaria continues to provide residents with more access to trained City staff*

On Thursday, February 16th Mayor Carlo DeMaria and the City of Everett held customer service training for City Employees. The DeMaria administration welcomed Linda StJohn from LSJ Leadership & Coaching to City Hall.

This training highlighted tactics for employees to become more effective leaders and emphasized a performance driven culture with an engaged workforce to achieve their goals.

Mayor DeMaria recently highlighted in his State of the City Address that he is eager to continue to provide residents with more access to trained and knowledgeable City staff. The Mayor stated, “My number one priority is customer- service in dealing with the public and being more responsive to the needs of residents. This training is critically important in providing help and solutions to assist our residents and I am energized to continue this trend.”

This customer- service training is part of a comprehensive training program for City employees.

###

For additional press information please contact:

Tom Philbin
Director of Communications
City of Everett
484 Broadway
Everett, MA 02149
617-309-8038
Tom.Philbin@ci.everett.ma.us