

103<sup>D</sup> CONGRESS  
1<sup>ST</sup> SESSION

# H. J. RES. 234

Designating the week of October 3 through 9, 1993, as “National Customer Service Week”.

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IN THE HOUSE OF REPRESENTATIVES

JULY 20, 1993

Mr. GLICKMAN introduced the following joint resolution; which was referred to the Committee on Post Office and Civil Service

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## **JOINT RESOLUTION**

Designating the week of October 3 through 9, 1993, as  
“National Customer Service Week”.

Whereas recognition of the value and importance of the customer raises the quality of customer service;

Whereas the high cost of attracting new customers today heightens the need for companies to keep existing customers through effective customer service;

Whereas recognition of the contributions made by customer service to the profitability of a company increases the professional status of customer service;

Whereas excellent customer service distinguishes successful companies that understand the important influence a customer has on the success of a company; and

Whereas excellent customer service can contribute to the growth and success of every company: Now, therefore, be it

1        *Resolved by the Senate and House of Representatives*  
2        *of the United States of America in Congress assembled,*  
3        That the week of October 3 through 9, 1993, is designated  
4        as “National Customer Service Week”. The President is  
5        authorized and requested to issue a proclamation calling  
6        on the people of the United States to observe the week  
7        with appropriate ceremonies and activities.

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