



Governor's Grants Office Customer Service Overview

The mission of the Governor's Grants Office is to help state government meet its policy priorities by measuring and increasing the flow of Federal funds coming into Maryland, while improving the level of coordination on grants issues between state agencies, local governments, nonprofits, and foundations.

The majority of our customers are state agencies and departments, the legislature, local governments, non-profit organization, businesses, and universities. We receive regular feedback regarding outstanding customer service that we currently deliver through our multiple meetings and trainings.

The Governor's Grants Office Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email inquiries within 24 hours of receipt.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.
4. Update online publications, forms, Frequently Asked Questions, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.
5. Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

6. A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders, and other customers with the best customer service. For more information, please [visit our website](#).

[Click here](#) for our three question customer experience survey.