

Traditional customer service with a smile

"She made me feel like my problem was important enough to handle right away."

"You made me feel as comfortable as possible while correcting the problem."

"...went far beyond the norm to correct my situation."

"Tax collectors get a lot of bad press but a confident, well-mannered customer service representative goes a long way toward easing any burden."

"Thanks for being wonderful."

Those are just some of the comments made by grateful taxpayers about the service they received from the Comptroller's Office. "Serving the people" is the cornerstone of Comptroller Schaefer's philosophy of government, and dedication to superior customer service is a hallmark of his administration.

The Comptroller's Office works to help its many customers in the public, in the business community, and in other government agencies year 'round. In fiscal year 2000, the agency's taxpayer service section answered almost a million telephone calls, not including automated lines, more than 10,000 letters, and more than 14,000 e-mail inquiries. One