

103^D CONGRESS
1ST SESSION

S. J. RES. 94

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

IN THE SENATE OF THE UNITED STATES

MAY 18 (legislative day, APRIL 19), 1993

Mr. DOLE (for himself, Mrs. KASSEBAUM, Mr. D’AMATO, Mr. INOUE, Mr. MATHEWS, Mr. STEVENS, Mr. COCHRAN, Mr. GLENN, Mr. NUNN, Mr. THURMOND, Mr. AKAKA, Mr. GRASSLEY, Mr. HOLLINGS, Mr. FAIRCLOTH, Mr. BURNS, Mr. CONRAD, Mr. GREGG, Mr. LIEBERMAN, Mr. PACKWOOD, Mr. DECONCINI, Mr. HATCH, Mr. HATFIELD, Mr. LEVIN, Mr. BROWN, Mr. COATS, Mr. DODD, Mr. JOHNSTON, Ms. MOSELEY-BRAUN, Mr. PRESSLER, Mr. SASSER, Mr. EXON, Mr. SHELBY, Mr. SIMON, Mr. SPECTER, Mr. CHAFEE, Mr. CRAIG, Mr. DURENBERGER, Mr. GRAMM, Mr. KERRY, Mr. JEFFORDS, Mr. BRADLEY, Mr. WELLSTONE, Mr. REID, Mr. HELMS, Mr. MACK, and Mr. COHEN) introduced the following joint resolution; which was read twice and referred to the Committee on the Judiciary

SEPTEMBER 10 (legislative day, SEPTEMBER 7), 1993
Committee discharged

JOINT RESOLUTION

To designate the week of October 3, 1993, through October
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, 1993, through October 9,
4 1993, is designated as “National Customer Service
5 Week”. The President is authorized and requested to issue
6 a proclamation calling on the people of the United States
7 to observe the week with the appropriate ceremonies and
8 activities.

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