

11 *Commandments* *for the* *Public Servant*

- I Taxpayers are the most important people in the community.
- II Taxpayers are not dependent upon you; you are dependent upon them.
- III Taxpayers are not an interruption of work; they are the purpose of your work.
- IV Taxpayers do you a favor when they call or come into the office. You are not doing them a favor by waiting on them.
- V Taxpayers are part of your work; they are not outsiders.
- VI Taxpayers are not cold statistics; they are human beings with feelings and emotions just like yourself.
- VII Taxpayers are not people to argue with, match wits with, or ridicule.
- VIII Taxpayers are people who need your assistance, and it is your job to provide professional quality service.
- IX Taxpayers are deserving of the most courteous and attentive treatment that you can give them.
- X Taxpayers are the people who make it possible for your salary to be paid.
- XI Taxpayers are a vital part of this government and every division thereof.



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