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## 2. Service to the Public

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Service to the public is important not only because of its legal foundation, but also because the essential function of the Public Service is to serve the citizens of Canada.

The Department must, therefore, ensure that members of the public receive services in the official language of their choice at all its offices, in Canada and abroad.

Consequently, if you have contact with members of the public, whether face-to-face, written or over the telephone, you are to provide service in the official language chosen by the client. If you provide reception services, whether over the telephone or in person, you are to provide these in both official languages thereby allowing members of the public to communicate in the official language of their choice. You are to identify your unit using both official languages.

Unilingual receptionists providing initial contact with the public should be provided with a list of common greetings in the other official language. Members of the public must not be requested to employ their second official language. If you cannot provide this service, you are to direct the client to an employee who can.

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## 3. Personal Services

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Personal services are those that affect employees personally, such as pay, staff relations and health (for fuller definition see glossary).

### **At Headquarters and at Regional Passport Offices in Montreal, Fredericton and Ottawa**

You have the right to obtain "personal services" in the official language of your choice. You are required to provide "personal ser-