

6.0 Service Delivery

The majority of participants who had contacted embassies for assistance felt that the staff were both courteous and helpful.

Some people mentioned that the process of "tracking down the right person" in government offices can be difficult. They expressed frustration at the time required to call government offices in Ottawa, be transferred to other numbers, or encounter voice mail systems. This prompted a couple of people to suggest a system where they could fax requests to a central location (perhaps by sector) and receive an answer back by fax.

➤ *Personally, I don't like to call government because I don't like to talk to these machines (voice mail). I would like to see fax numbers beside there instead."*

One participant also felt that there is a need to develop training and recruiting policies to ensure government people have a commercial perspective when dealing with the private sector.