



The Exceptional Service Program (ESP) is a project created and managed by volunteers under the hospitality committee of the Chamber of Commerce.

Goals of the ESP committee:

1. Improve overall service to customers in Baker City
2. Maintain a recognition program to encourage more workers to give good service.
3. Provide customer training to enhance service when requested by business owners

The ESP program is designed to reward employees for:

Knowledge of Baker County

Knowledge of Products or Services

Exceptional Customer Service and Friendliness

Sharing Positive Information about the Community