10 Keys to Service Excellence

One Team

- Support "Team WS" philosophy
- Partner with other departments to provide seamless service
- Don't pass the buck
- Treat Co-workers as customers
- Remember "TEAM-Together Everyone Achieves More"

Positive Customer Impression

- Make a positive first impression
- Say hello and make eye contact
- Have a positive attitude & tone
- Demonstrate patience & caring

Responsive & Helpful

- Be responsive & accessible
- Practice active listening
- Demonstrate empathy & concern
- Be pro-active & timely
- Have a "Can do Attitude"

Dedicated to Customer Satisfaction

- Be customer focused-anticipate their needs
- Treat others the way you want to be treated
- Keep commitments to customers and follow-up
- Exceed customer expectations

Professionalism

- Take pride in your job and your city
- Be knowledgeable & competent
- Maintain a professional image and workplace
- Provide consistently excellent service
- Maintain your composure-don't take it personally

Effective Communications

- Practice active listening
- Use "customer friendly" language
- Practice proper phone and email etiquette
- Educate customers & share information
- Keep customers updated and informed

Partnering & Developing Relationships

- Build positive relationships with customers and other departments
- Be willing to partner with customers
- Seek "Win-Win" solutions
- Recognize- "Your success is my success"

Innovative Thinking

- Be flexible & willing to change
- Practice thinking outside the box
- Be creative in solutions and problem solving
- Be willing to compromise when possible

Equality of Service

- Treat everyone with respect & dignity
- Always be friendly and courteous
- Apply policies evenly and fairly
- Be visible & accessible

Ownership and Accountability

- Have a "problem-solving" attitude
- Take ownership and see customer issues through
- Be knowledgeable & refer customer to right department
- Go the extra mile to resolve customer problems
- Service recovery-express regret, understanding and desire to resolve problem