"What do we want to happen to every customer every time in order to promote good customer service?“

*The values that guide our work:*

* + ***C*ommunicate!**   
    To convey information in an honest, accurate, timely and direct manner, both internally and externally.
  + ***A*dvocate!**

To support our students with solutions that are thoughtful and creative, with the goal of improving student success and retention.

* + ***R*espect!**   
    To consistently treat everyone in an ethical, respectful, truthful and trustworthy manner.
  + ***E*mpower!**  
    To provide an environment for our students that promotes lifelong learning, personal growth, personal accountability and civic responsibility.

**Before contact with Students and Staff**

* + Ensure your service areas are easy to find and accessible.
  + Ensure areas are attractive, clean and well maintained.
  + Decide what you want the dress code to say about your department.
  + Talk to your peers. Ask them what they consider appropriate.
  + Be flexible. Recognize that what is appropriate dress for the loading dock may not be appropriate for office staff.
  + Be realistic. You won't get building services into wearing suits and ties!

**Like the example of Revco/CVS, what can we distill down to as behaviors before contact with students and staff that everyone can deliver?**

Behavior # 1

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