"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.

**Follow-up with the “Customer” – Student and Staff**

* + Where follow-up action is required, make sure you clearly summarize to the customer what happens next:
	+ What you will do.
	+ What they will do.
	+ What you require the customer to do – even if it means saying they don't need to do anything.
	+ Ensure the follow-up occurs within the customer's required time.
	+ Empowerment and accountability
	+ Email or letter?

**Like the example of Revco/CVS, what can we distill down to as follow up behaviors that everyone can deliver?**

Behavior # 1

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