

Service Spelled Out

Secure sincere staff who show a passion to excel at delivering service second to none.

Ensure an exceptional experience by emphasizing the customer's importance during a service encounter.

Reward those who religiously deliver exceptional service regardless of situation.

Verify that services are valued from the customer's perspective and delivered by value-added staff.

Immediately isolate and eliminate policies, procedures, and people that inhibit incomparable service.

Care about all customers to consistently deliver complete and considerate service.

Encourage employees to eagerly encounter, engage and exchange with customers.

Never be satisfied with your customer's satisfaction, never!

-John O'Malley