

How do we define *Service Excellence* Through *CARE*?

C

collaborative

A

accountable

R

responsive

E

efficient

C

collaborative

- We're courteous & friendly
- We build relationships
- We support each other

Partnership, Teamwork, Resource Sharing, Positive Relationships



CARE

A

accountable

- We keep it safe
- We follow policies & procedures
- We deliver what's promised

*Ownership, Clear Expectations,
Empowered, Compliance*



CARE

R

responsive

- We anticipate needs
- We are convenient and timely
- No questions go unanswered
- We effectively manage upset customers

On-time, Accurate, Flexible, Sensitive



CARE

E

efficient

- We're professional & knowledgeable
- We manage cost to provide value
- We go the extra mile for our customers

*Streamlined, Right Skills,
Cost Effective, Best Practices*



CARE