

## CUSTOMER SERVICE

"Customer service should not be a department. It should be the entire company." – Tony Hsieh, Former CEO of Zappos

"Customers are the most important visitors on our premises. They are not dependent on us. We are dependent on them." – Commonly attributed to Mahatma Gandhi

> "Customers will never love a company until the employees love it first." — Simon Sinek, author and speaker



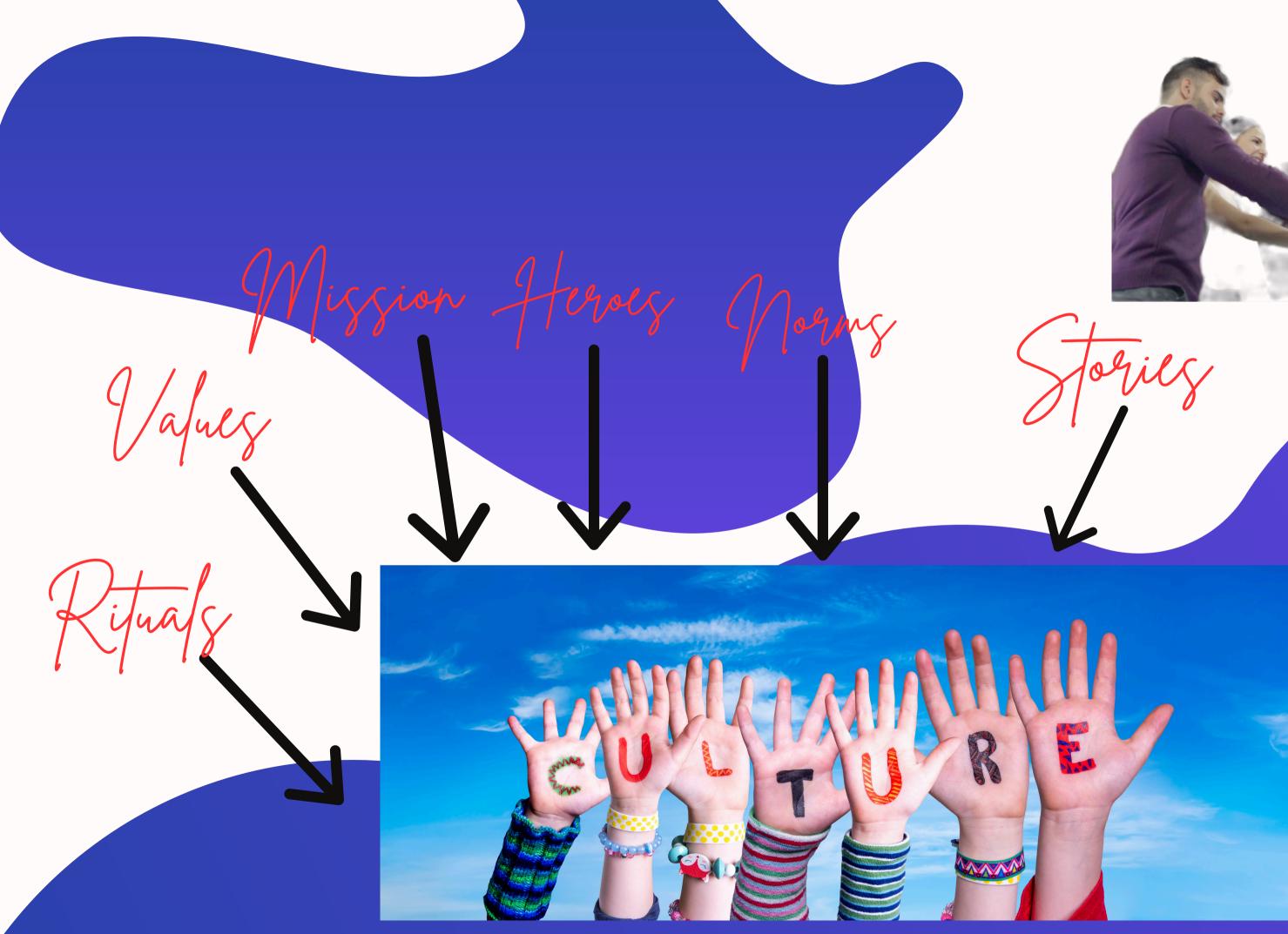
### What makes great customer service?

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# **STRATEGY**









## Working together Finding Options Bettering lives

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**1.** We value our mission and work to fulfill it. 2. We value all persons and treat everyone with dignity and respect. 3. We value accountability. We hold ourselves responsible for our own work and for our own part in creating a positive and inspiring workplace. 4. We value our co-workers: 5. We value action and we don't procrastinate: 6. We value change. We believe our future is better than our past. 7. We value the importance of clear communication and relevant information: 8. We value leading by example. 9. We value performance. 10. We value above and beyond. Good enough is not good enough. We love to hear "Wow!".

"It's not hard to make decisions when you know what your values are." - Roy Disney Share YOUR thoughts on what VALUES can make the workplace awesome

# MISSION & VALUES

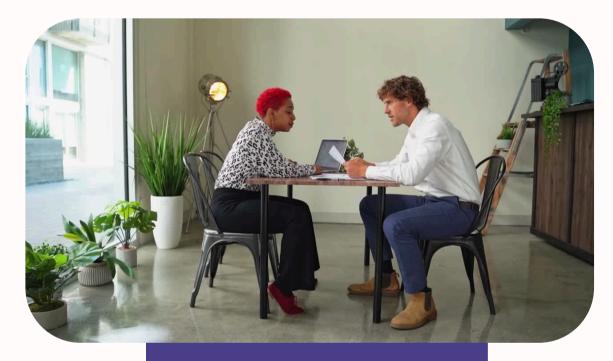
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#### Update



#### Educate & Train

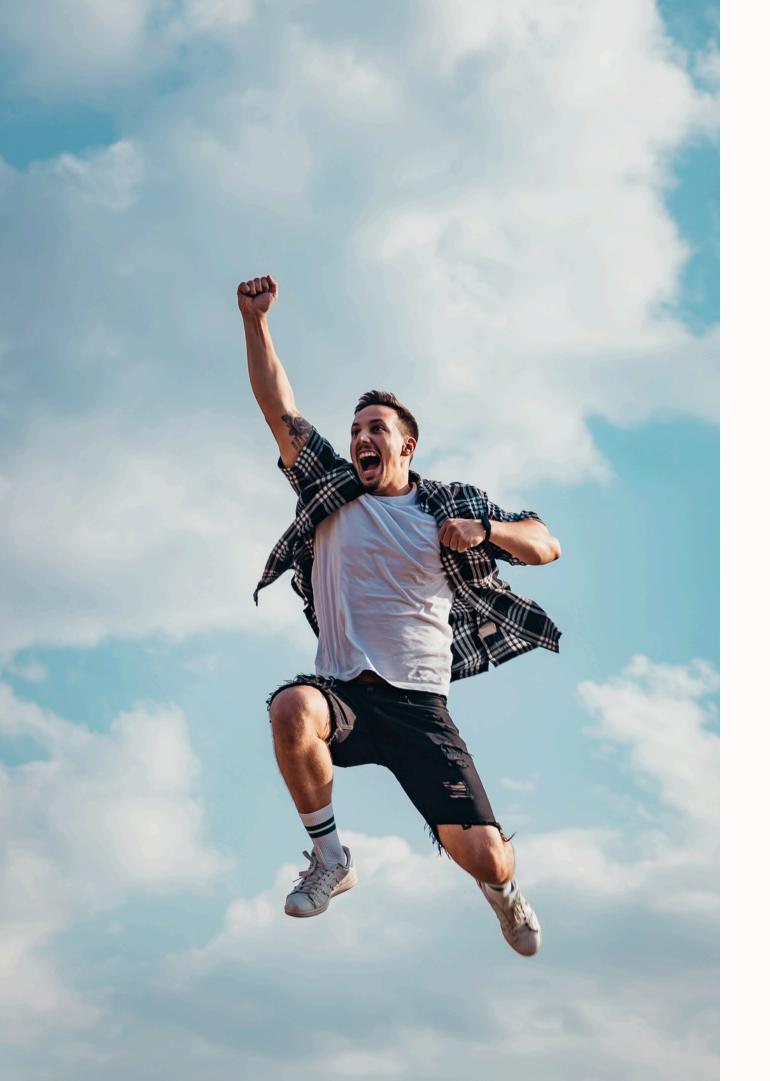




#### Accountablity

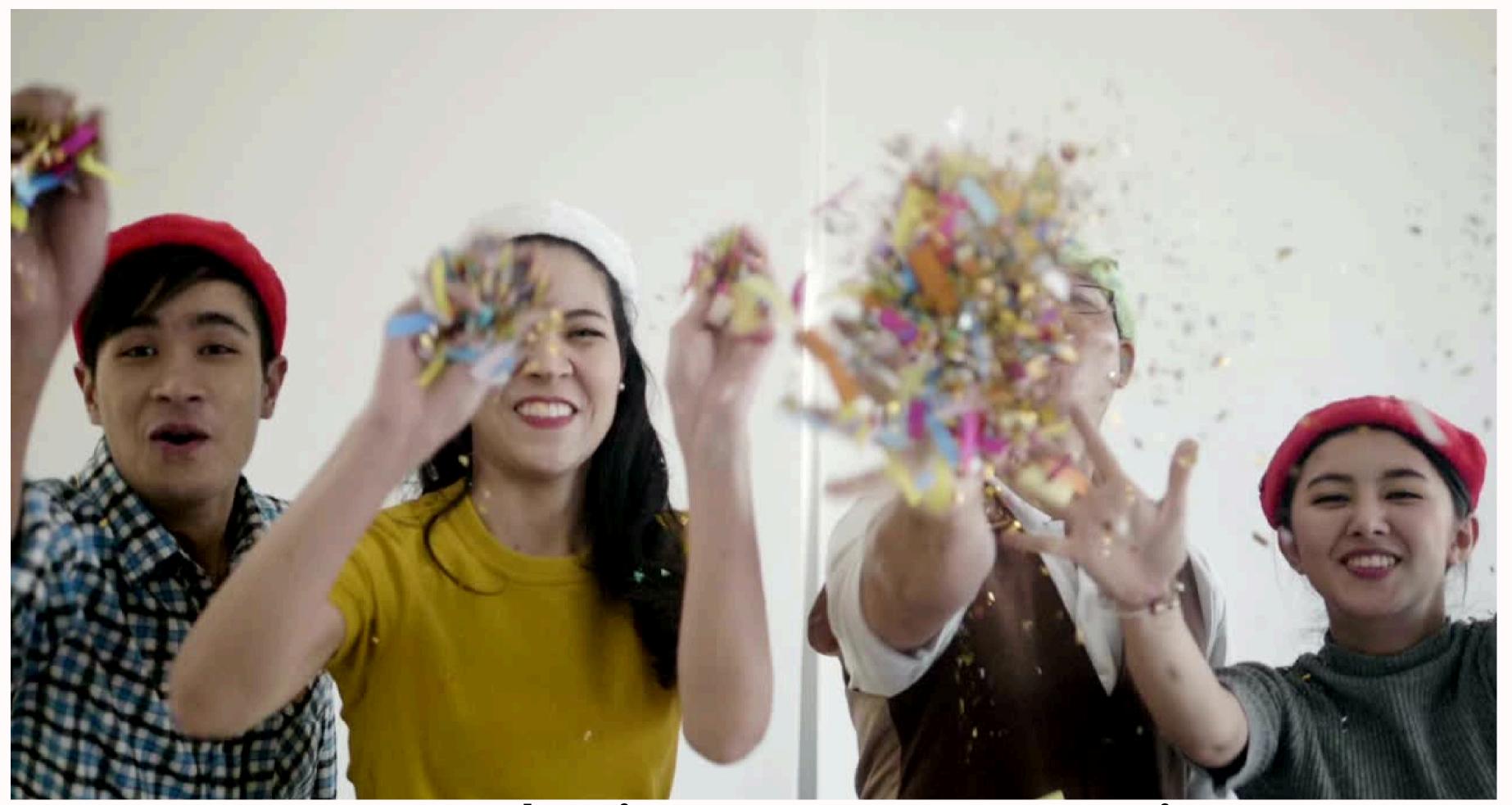












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