

DIFFERENTIATING THE BEST FROM THE REST

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“To be in business is not to stay in business”

“Success in the past does not ensure success in the future.”

We have all heard these sayings, but what do they really mean in practical terms?

Organizations that provide exceptional quality service invest resources in four key areas:

1. O _____ Commitment
2. I _____ Commitment
3. Pervasive T _____ Spirit
4. C _____-focused Operating Systems

Key Indicators of a Service Culture:

1. People take R _____.
2. There are few B _____ to communication and action.
3. People are R _____ to the needs of internal and external customers.
4. People are F _____ and courteous to each other.
5. Front-line staff frequently A _____ if they can be of service.
6. People S _____ and look like they enjoy their work.
7. People C _____ look for ways to improve.
8. Staff feel empowered to A _____.
9. People receive P _____ feedback from colleagues.

10. Customers are P after their interaction with staff.
11. Administrators help staff work to I service.
12. E works to identify and prevent problems.
13. People work to develop C-oriented systems, policies and procedures.
14. Staff A the needs of their internal and external customers
15. C – Sending and responding in a timely manner

Adapted from Jo Hillman, Program Consultant, Noel-Levitz