

SERVICE EXCELLENCE PHILOSOPHY & EXPECTATIONS

Greenville Technical College creates economic security by transforming lives through access to services that consistently surpass student and business expectations. Good service is an expectation. **GREAT** service creates loyal customers who recommend GTC to their family and friends. Service that **SURPASSES** expectations is what we strive to achieve at GTC.

How will you go **beyond** the following **basic expectations** to **achieve service excellence**?

- 1 I will offer a **friendly greeting** to everyone I encounter on the phone, in an email, or in person. Communication/Professionalism
- 2 I will show **respect** to everyone. Communication/Professionalism
- 3 I will **respond** to emails, phone calls, and other contacts on a daily basis. Communication
- 4 Before I hang up the phone, I will always check to see if I can help with **anything else**. Communication/Professionalism
- 5 If I don't have the answer, I will do all that I can to assist with finding a **resolution**. Communication/Professionalism/ Collaboration/Forward Thinking
- 6 If I/we make a mistake, I will listen carefully, acknowledge any concerns, **work quickly to resolve the problem**, and exceed expectations. Communication/Professionalism/ Forward Thinking
- 7 I will maintain a neat, clean **appearance**. Professionalism
- 8 I will **treat my co-workers as internal customers**, always seeking to help serve others better. Collaboration
- 9 I will follow through on my **commitments**. If I say I'm going to do it, I will do it. Professionalism
- 10 I will **work collaboratively** with colleagues to identify ways that college processes impact students and support changes that improve service excellence. Professionalism/ Collaboration/Forward Thinking