

# 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?

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| <b>01</b> | I will offer a friendly greeting to everyone I encounter on the phone, in an email, or in person.  | Communication/Professionalism                                    |
| <b>02</b> | I will show respect to everyone.   | Communication/Professionalism                                    |
| <b>03</b> | I will respond to emails, phone calls, and other contacts on a daily basis.  | Communication  |
| <b>04</b> | Before I hang up the phone, I will always check to see if I can help with anything else.   | Communication/Professionalism                                    |
| <b>05</b> | If I don't have the answer, I will do all that I can to assist with finding a resolution.  | Communication/Professionalism/<br>Collaboration/Forward Thinking |
| <b>06</b> | If I/we make a mistake, I will listen carefully, acknowledge any concerns, work quickly to resolve the problem, and exceed expectations.                 | Communication/Professionalism/<br>Forward Thinking               |
| <b>07</b> | I will maintain a neat, clean appearance.  | Professionalism  |
| <b>08</b> | I will treat my co-workers as internal customers, always seeking to help serve others better.  | Collaboration  |
| <b>09</b> | I will follow through on my commitments. If I say I'm going to do it, I will do it.  | Professionalism  |
| <b>10</b> | I will work collaboratively with colleagues to identify ways that college processes impact students and support changes that improve service excellence. | Professionalism/<br>Collaboration/Forward Thinking               |



**Greenville**  
TECHNICAL COLLEGE