

CUSTOMER SERVICE

Be customer focused.

Service recovery by the employee's next workday.

Respond to E-mails and voice mails at least twice a day.

E-mail numbers (do not use voice mail for communication of numbers).

TEAM BEHAVIORS

Respect individual differences.

Focus on the issue, not the person.

Treat one another with mutual respect.

Identify learnings from less than desirable situations.

Be honest - if you don't know how to do something say so, someone in the team will know or we will find the answer externally to the team.

Assume information is confidential unless otherwise stated (some things are confidential for team ears only, or for your ears only).

Be candid (not personal attacks) without fear of intimidation or recrimination.

State concern in the form of a positive request.

Suggest and discuss alternatives.

Reach a solution.

Give straight answers without recrimination.

Respect each other's time.

Monitor your own print jobs; load paper trays in copier and printers to ensure jobs don't create inefficiency for other team members.

PROJECT MANAGEMENT

Complete Assignments on time.

Anticipate and communicate delays before the 12th hour.

Pull together to ensure everyone meets deadlines for the deliverables.

Provide realistic time frames for completion of a project (under promise & over deliver).

Provide for negotiation of delivery dates based upon resources and priorities.

Complete project reports on time.

Attach a strategy to all major assignments.

MEETING MANAGEMENT

Meetings will have agendas.

Decisions will be documented.

Respect team member's input and do not interrupt.

All team meetings will be planned and scheduled through Outlook (attendees will be invited to meetings using Outlook).

Team members will keep their schedules updated daily in Outlook.

TEAM

