GRCC Service Excellence Guidelines

1. **One Extra Service Step**
   “Is there anything else I can help you with?”

2. **Personal Greeting**
   Clearly identify yourself and office; Tone of voice

3. **Be Aware of Body Language**
   Be OPEN & INVITING

4. **Acknowledge**
   “Thank you for waiting,” “I’ll be with you shortly;”, “Sorry…”

5. **Listen & Ask Questions to Understand**
   Don’t assume!

6. **Keep an Open Mind**
   Allow for differences and diverse needs

7. **Be a Problem Solver**
   Provide printed resources; Clear “next steps”; Empower

8. **Strive for “Win/Win”**
   Don’t blame; Deal with FEELINGS first, then get the FACTS

9. **Use Telephone Courtesy**
   Keep voicemail greeting up-to-date; Return voicemail within 24 hours; No “cold” transfers; ASK if they will hold OR “would you rather…?”

10. **De-Stress**
    Cool down when needed;
    Support co-workers with praise and assistance