



## Letter of Commitment to my team members and our customers

I am Information Technology Services. My actions and behaviors have a direct impact on how customers feel and talk about Information Services and COCC. This includes External Customers (vendors, students, visitors) as well as our Internal Customers (each other). Therefore, I commit to the following Standards of Service Excellence.

### Trust

- I will speak positively about my fellow team members when not in their presence the same that I would in their presence.
- I will discuss issues directly with the people involved.
- I will make our customers feel confident with the services I provide at all times---this means not saying, "I don't know", but instead, "I will find out for you", and doing it.
- I will introduce myself using my name when talking to a new customer.
- I will increase face time with my customers insuring that they know the services ITS provides and how to access them.

### Dignity

- I will speak to my fellow teammates and to our customers in a way that maintains their dignity (respectful, helpful, and easy to understand).
- I will demonstrate sensitivity to the special needs of my customers including cultures, ages, and technical abilities.
- I will maintain the privacy and confidentiality of all that I meet.
- I consider part of my job to empower and educate whenever I have an opportunity and I understand there is no such thing as a dumb question.

### Respect

- I will actively listen to understand the needs of my customers.
- I will talk positively about, and represent proudly, COCC & ITS at work and in public.
- I will answer phones using a positive greeting, department, my name and will wear a smile.
- I will ask callers if I may put them on hold, or transfer them, and thank them for allowing me to do so.
- I will start every day by returning all phone calls, emails and update my calendar.
- I will communicate with customers within 24 hours of receiving a help desk ticket and document it.
- I will respond to all requests promptly.
- I will always keep my voice message and out of office assistant current and indicate days off.
- I will assist visitors with finding their desired location, rather than pointing or giving directions.
- I will be "on-stage" whenever in the presence of employees, students and visitors.

### Responsibility

- I will always put the customers first.
- I will own any issue brought to me until I am confident it is handled to conclusion. I will follow up and follow through on issues brought to me, keeping the customer informed.
- I will make sure customers are provided a safe environment.
- I will be proactive in solving problems.
- I will offer help to my co-workers without being asked, and volunteer information if appropriate.
- I will accept help from my co-workers when approached. Be open to new or different approaches.
- I will keep my work environment neat and clean, including our digital environment.

### Excellence

- I will take pride in how I look, presenting my customers with an appropriate appearance.
- I will do my best every day.
- I will always meet and at times exceed a customer's needs.
- I will always provide consistent service and respect to all internal and external customers

As a vital member of the ITS team, I agree to abide by these standards.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_