



## WOW Customer Service Guidelines

In delivering our services, we should always remember the following guidelines:

- To Smile
- To Greet Everyone We Meet
- To Know Our Jobs...And the University
- To Treat Your Concern as Our Concern
- To Follow Up On Everything
- To Treat our Co-Workers As We Would a Customer
- To value both internal and external customers and be responsive to their needs
- To always remember that Communication Courtesy Matters