# QUALITY 2.0

EVERYONE
MATTERS.
EVERY
INTERACTION
MATTERS.



# BE

#### CARING

HAVING THE BEST INTEREST OF EVERY CUSTOMER AT HEART. GO THE EXTRA MILE TO SHOW THAT YOU CARE.

### COMPETENT

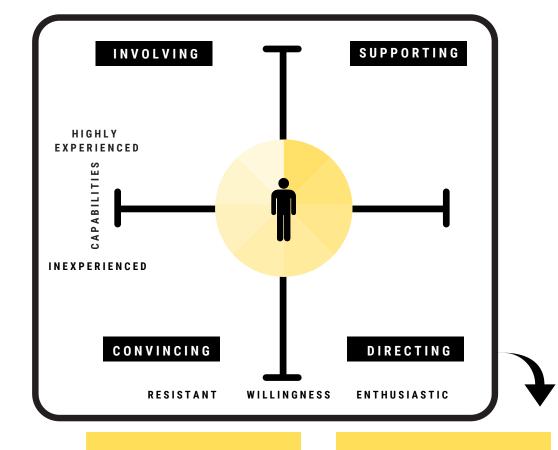
UTILIZE EVERY
FIBER OF YOUR
KNOWLEDGE AND
SKILL TO
SUCCESSFULLY
ASSIST EVERY
CUSTOMER.

## CONSCIENTIOUS

FOLLOW THROUGH WITH HONESTY, INTEGRITY, AND CANDOR, FROM BEGINNING TO END.

### CREATIVE

BE BOLD AND
GET CREATIVE
TO DISCOVER A
SOLUTION FOR
EVERY
CUSTOMER.



# CAREFULLY LISTEN

ASK & ACKNOWLEDGE

MISSION TO SOLVE

PERSONALLY THANK

## ALWAYS

LISTEN

OWN IT

ASK QUESTIONS

PROVIDE A RESOLUTION

EXPRESS APPRECIATION

## NEVER

TALK OVER

ASSIGN BLAME OR MAKE EXCUSES

**NEVER ASSUME** 

OVER COMMIT OR OVER PROMISE

TAKE CUSTOMERS FOR GRANTED

## QUALITY | 2.0

EVERYONE MATTERS. EVERY INTERACTION MATTERS.



## CAREFULLY LISTEN



- Was the team member present in the moment, carefully listening to the Customer?
- Did the team member miss any pertinent information that the Customer shared?
- What opportunities might there be to improve listening?

## ASK & ACKNOWLEDGE



- Did the team member ask the right discovery and clarifying questions?
- Were there any questions the team member should have asked?
- Did the team member appropriately acknowledge the Customer's statements and responses?
- What opportunities might there be to ask better questions, re-frame the scenario for clarity, and acknowledge the Customer's statements and responses?

## MISSION TO SOLVE



- Did the team member provide a resolution to the Customer's issue?
- Was it the correct resolution? If not, why not?
- What opportunities might there be to recap the situation, resolution, and next steps with the Customer?
- Did the team member create a case and make notes in the feed as necessary?

## PERSONALLY THANK



- Did the team member express sincere appreciation for the Customer contacting us and/or doing business with us?
- What opportunities might there be to make the interaction more personal?