

Service Excellence

@ UWindsor

Our Service Excellence Vision and Standards

We take pride in our work and strive to make every interaction an exceptional experience by having the following service standards guide our behaviours and actions:



Professional

WE

- Use appropriate words, tone and body language.
- Maintain clear, honest and transparent communication.
- Act with integrity and take responsibility for our actions and decisions.
- Engage in continuous learning and use our knowledge and expertise to find solutions.



Caring

WE

- Approach each interaction with an open mind and show kindness and concern for others.
- Are genuinely engaged in our interactions and take the time to explain options and decisions.
- Exhibit empathy and withhold judgement.
- Make people feel at ease while balancing individual and institutional needs.



Respectful

WE

- Greet each person and make them feel welcome.
- Are courteous, approachable, considerate and helpful.
- Listen actively to understand needs and expectations; and together explore solutions.
- Embrace diversity, inclusion and treat each person as a unique individual.



Reliable

WE

- Follow-through on our commitments.
- Acknowledge mistakes and focus on making the situation right.
- Provide accurate and consistent information and proactively communicate service disruptions.
- Ensure that services are accessible and safe for all.



Responsive

WE

- Welcome feedback to enhance the service experience.
- Anticipate needs and innovate to fulfill them.
- Provide timely responses.
- Work collectively across campus to make informed referrals.



Service Excellence Vision

Together, we foster a culture of success and support by making every interaction an exceptional experience.

For more information go to www.uwindsor.ca/serviceexcellence



University
of Windsor