

Service Excellence

@ Windsor

Making Our Vision a Reality – Service Excellence 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.

www.uwindsor.ca/serviceexcellence



University
of Windsor