

# SERVICE EXCELLENCE

We enrich lives by building a supportive environment that inspires excellence in everything we do.

## SAFETY

- Maintain a safe and clean environment
- Report concerns in a timely manner
- Respect diversity
- Protect private and institutional data
- Review, update and follow standard operating procedures
- Maintain high ethical standards

## COURTESY

- Be helpful to others
- Be approachable
- Be responsive
- Treat others with respect
- Exhibit empathy
- Demonstrate active listening

## RELIABILITY

- Do what you say you are going to do
- Do it on time and do it well
- Be available
- Be honest and trustworthy

## COMPETENCE

- Be an expert in what you do
- Have the knowledge, skills and abilities to execute responsibilities
- Demonstrate accuracy and efficiency
- Be resourceful and self-directed

[www.montana.edu/serviceexcellence](http://www.montana.edu/serviceexcellence)



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