



Service Standards:

1) We will create a positive personal experience at each touch point.

- *I will acknowledge the member by name and greet all members with a genuine smile.*
- *I will offer a welcoming and customizable environment at each touch point.*
- *I will be Professional – Keeping in mind that every day is an interview.*
- *I will maintain personal responsibility at every touch point.*
- *I will value and respect members and co-workers.*

2) We will be a knowledgeable resource so that I may strive to provide solutions for members that exceed their expectations.

- *I will learn product and service knowledge so that I may offer the member referral choices that will provide the member with an opportunity to improve their financial condition.*
- *I will listen to the member's key words and be able to educate members about our products and services, and not wait for them to ask.*
- *Management will commit to providing opportunities for adequate training and coaching.*

3) We will provide positive, creative and appropriate problem solutions.

- *I will communicate with transparency.*
- *I will communicate with the other's viewpoint in mind.*
- *I will OWN it – Assume responsibility, don't assume others will do it.*
- *I will be empowered to embrace expected/unexpected opportunities.*

