



ART · REACH

Art-Reach Principles of Excellent Service

Act with kindness

Respect Diversity

Never judge anyone based on appearances

Take initiative

Always ask yourself "In what way can I be better at service?" and "What more can I do to help the people that are in front of me?"

React positively, Remain Calm and Regroup when needed

Know when to take a break -

It is perfectly acceptable to ask for a minute to regroup during a confrontation, however it is unacceptable to hang up on someone on the phone or walk away all together from unresolved conversation. Remaining calm and positive yields the best results.

Empathize with people

Give people the benefit of the doubt

Treat others how they would like to be treated

Different cultures – eye contact – body contact

Anticipate needs and allow time for questions and bumps in the road

Check that help is wanted before you give it.

Some people do not like to be touched others value their independence and will not ask or accept help. The best plan of action is to ask before you act.

"May I help you?" "May I guide you?" "May I hold the door for you?" "How may I help you?"

Help

Even if they are not Art-Reach members – you are an Art-Reach representative. If you are asked a question, answer it or offer to find someone who can provide an answer.

Other Expectations

In addition to upholding these Principles of Excellent Service, all ambassadors are expected to:

Be accountable

Be honest and forthcoming

Be flexible

Know when and how to be firm while remaining friendly

Address problems and challenges in a professional manner

SMILE!