

# I Make It Happen

The five core values to achieving exceptional customer service.

## My Values

1

ACCESSIBLE

I will acknowledge receipt of all student calls and e-mails within **one business day** and include a proposed resolution/response timeframe for those issues that can not be resolved immediately.

2

RESPECTFUL

In all interactions with students I will demonstrate **empathy, patience, kindness, and embrace different cultural values.**

3

PROFESSIONAL

I will proudly **wear a Pace name tag** that indicates my name and department.

4

ACCOUNTABLE

I will **integrate student service standards into my performance goals** each year with specific measurable targets.

5

PROACTIVE

I will personally redirect issues unrelated to my area, and **follow up** with the student within 24 hours to confirm resolution status.

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## My Department's Values

1

ACCESSIBLE

Our office will be **open for a minimum of eight hours** based on set, consistent, and published schedules each day the University is open, with a person available to greet students and answer the phones during these hours.

2

RESPECTFUL

We will develop and implement process improvements to continually **reduce student wait times for services**.

3

PROFESSIONAL

All employees in this office will **complete training and receive the Pace University Student Service Certificate**.

4

ACCOUNTABLE

We will **integrate student service standards into our annual Strategic Plan departmental goals** with measurable results.

5

PROACTIVE

We will **constantly solicit feedback** regarding our services using a point of service assessment tool and use the data to celebrate successes and address challenges.