

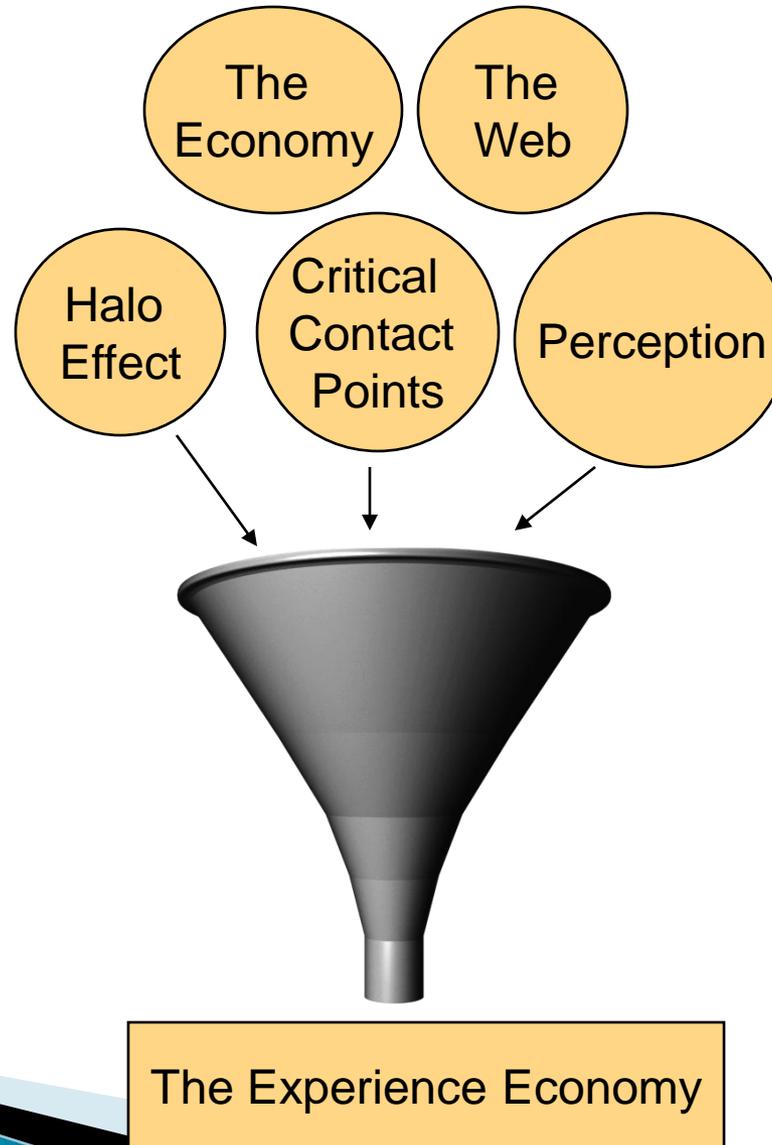
A&F Customer Service

**Defining a Customer Service
Standard of Excellence**

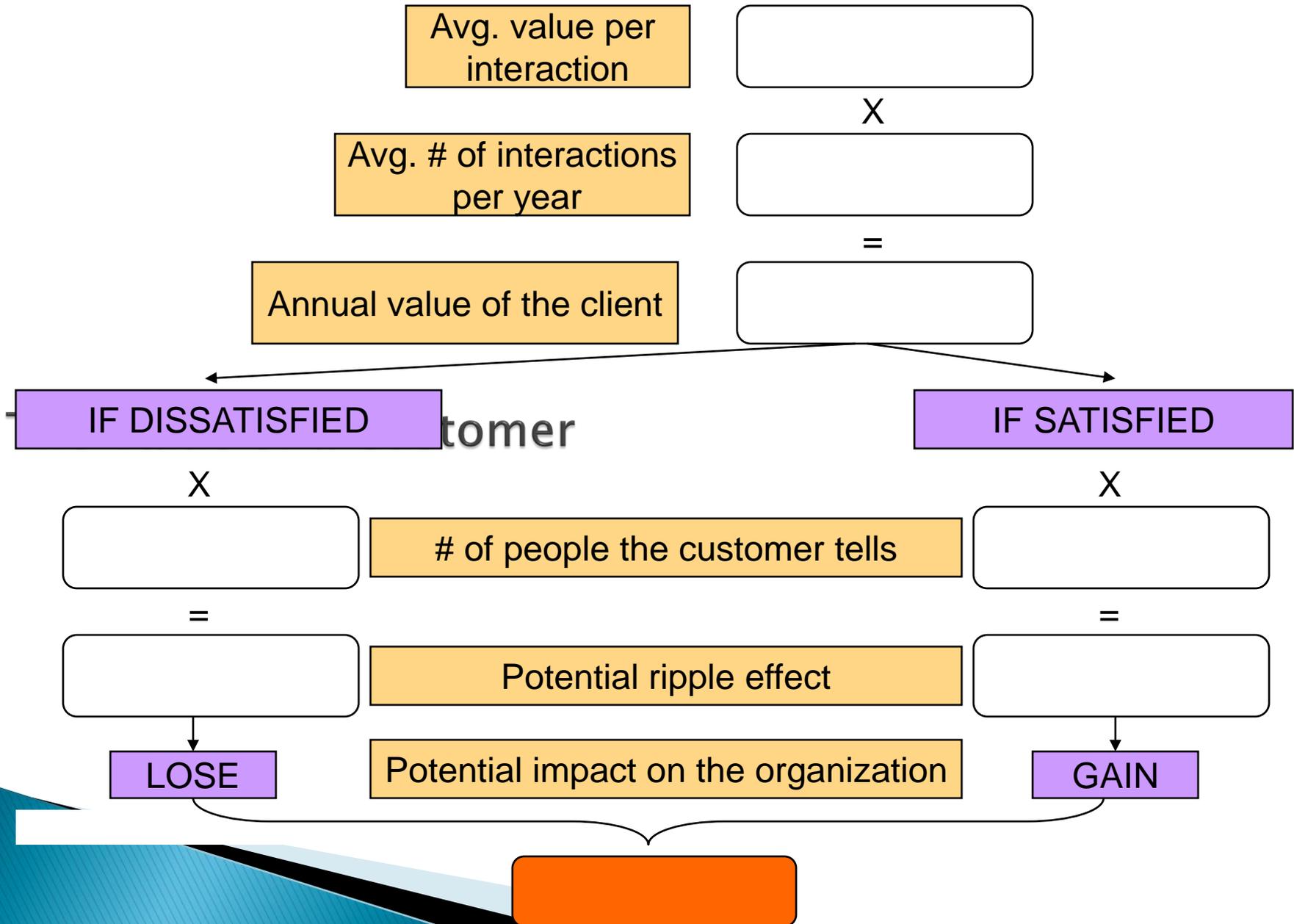
Agenda

- ▶ Customer Service Today
 - ▶ The Value of a Customer
 - ▶ Give 'em The Pickle - Video
 - ▶ UH Goals
 - ▶ Dr. Khator's Customer Service Standards of Excellence
 - ▶ Define A&F Customer Service Standards of Excellence
 - ▶ Conclusion
- 

Customer Service Today



The Value of Customer Service:



Video: Give 'em the Pickle!



Video: Give 'em the Pickle!

Service

Attitude

Consistency

Teamwork

A&F Pickle

A&F Pickle



University of Houston Goals

- **Nationally Competitive:**
 - **Student Success:**
 - **Community Advancement:**
 - **Athletic Competitiveness:**
 - **National and Local Recognition:**
 - **Resource Competitiveness:**
- 

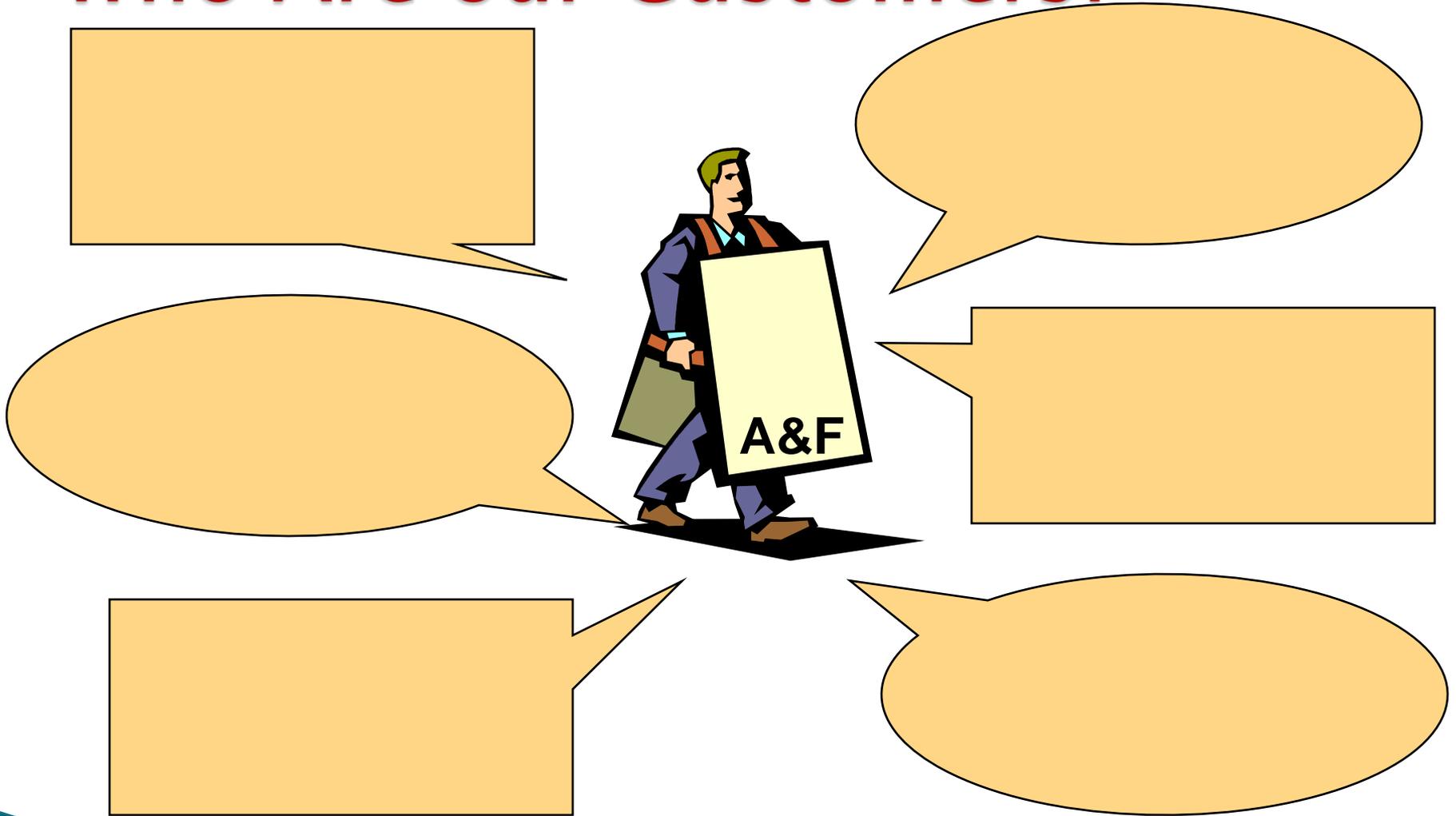
Dr. Khator's Customer Service Standards of Excellence:

- No place for rudeness
- No place for “shuffle”
- No place for cynicism

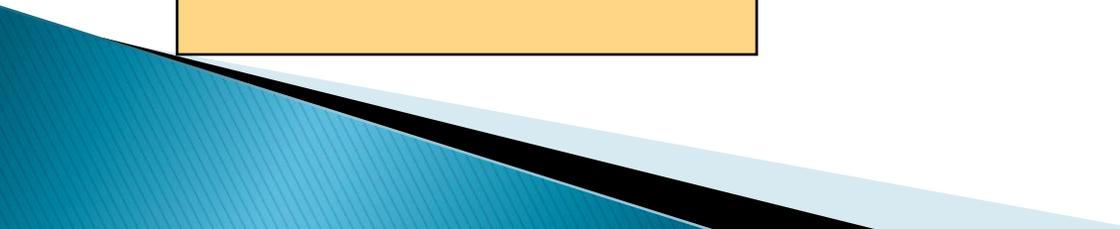
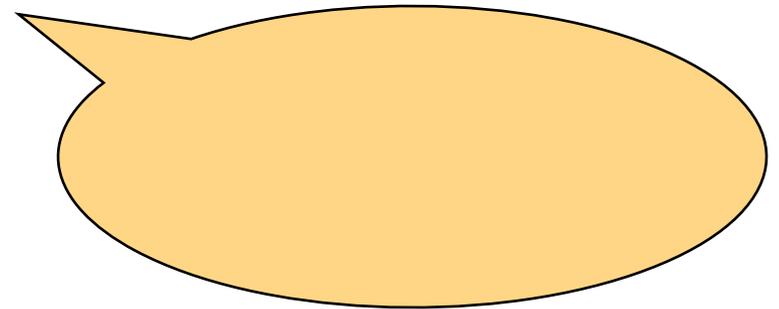
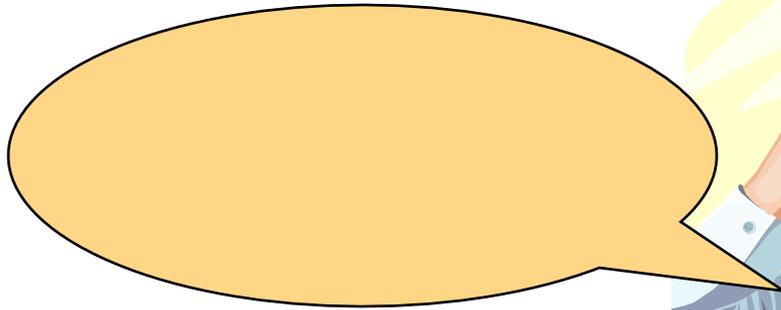
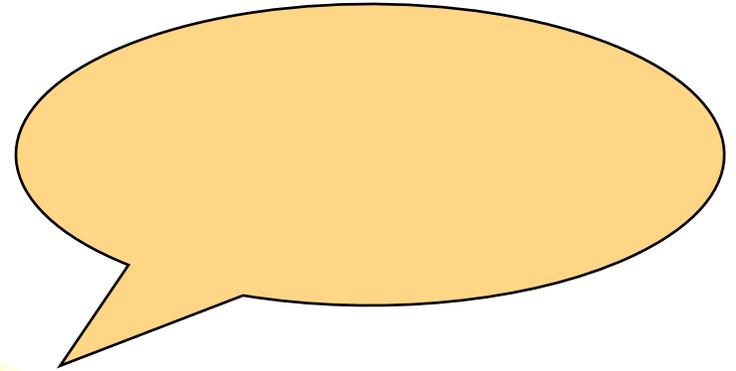
▶ **A&F Customer Service**

- **Standards of Excellence:**
- My Department's Role:
 - My Role:

Who Are our Customers?



Exemplary Customer Service



A&F Customer Service Goals

- ▶ Department Responsibility:

- ▶ Who are your customers:_____

- ▶ Exemplary Customer Service:



A&F Customer Service Standards of Excellence:

▶ -----

