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