

WELCOME!!!
GOOD MORNING

1. Sign In
2. Sit by someone you don't know





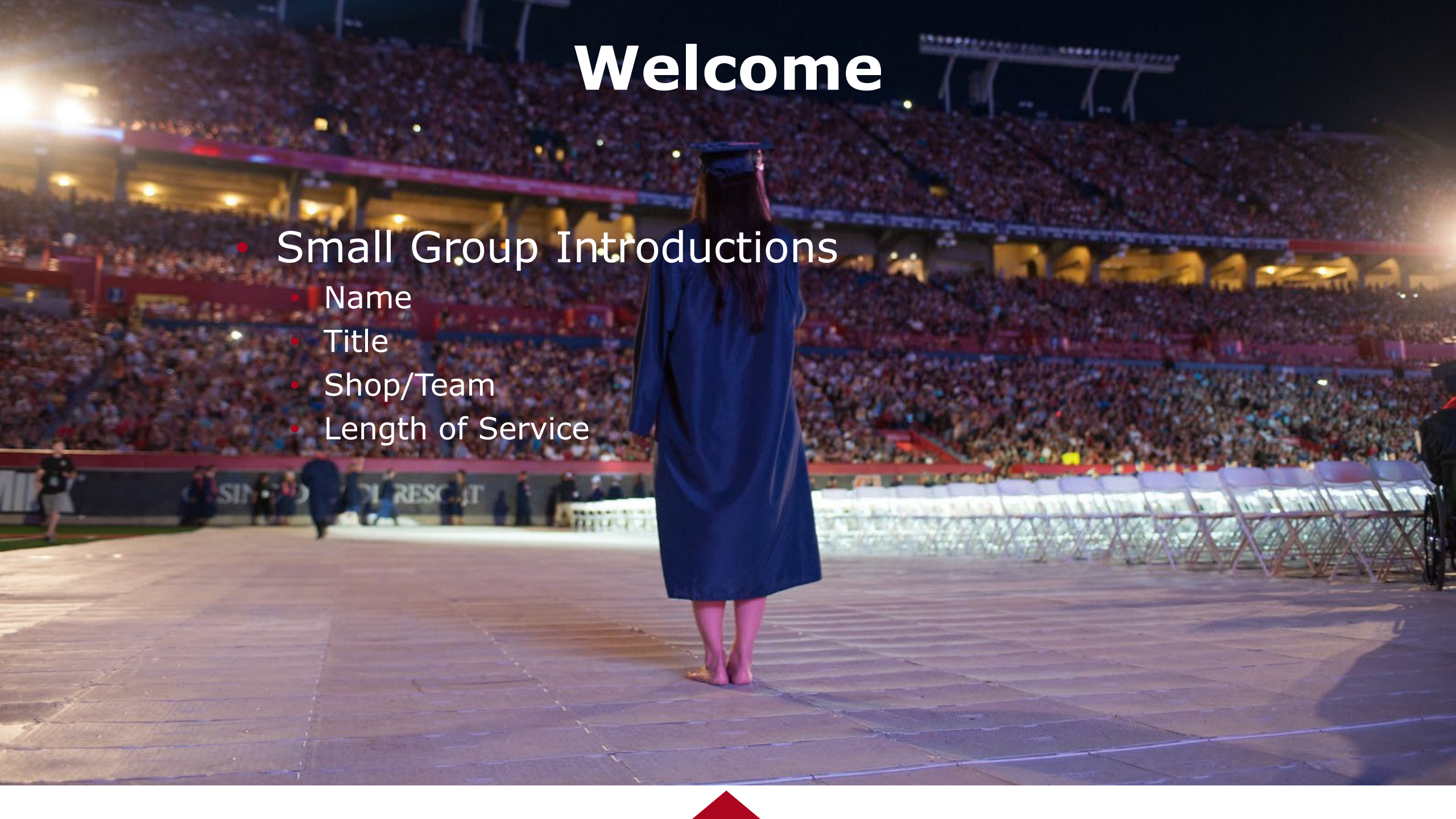
FM CARES

About Customer Service



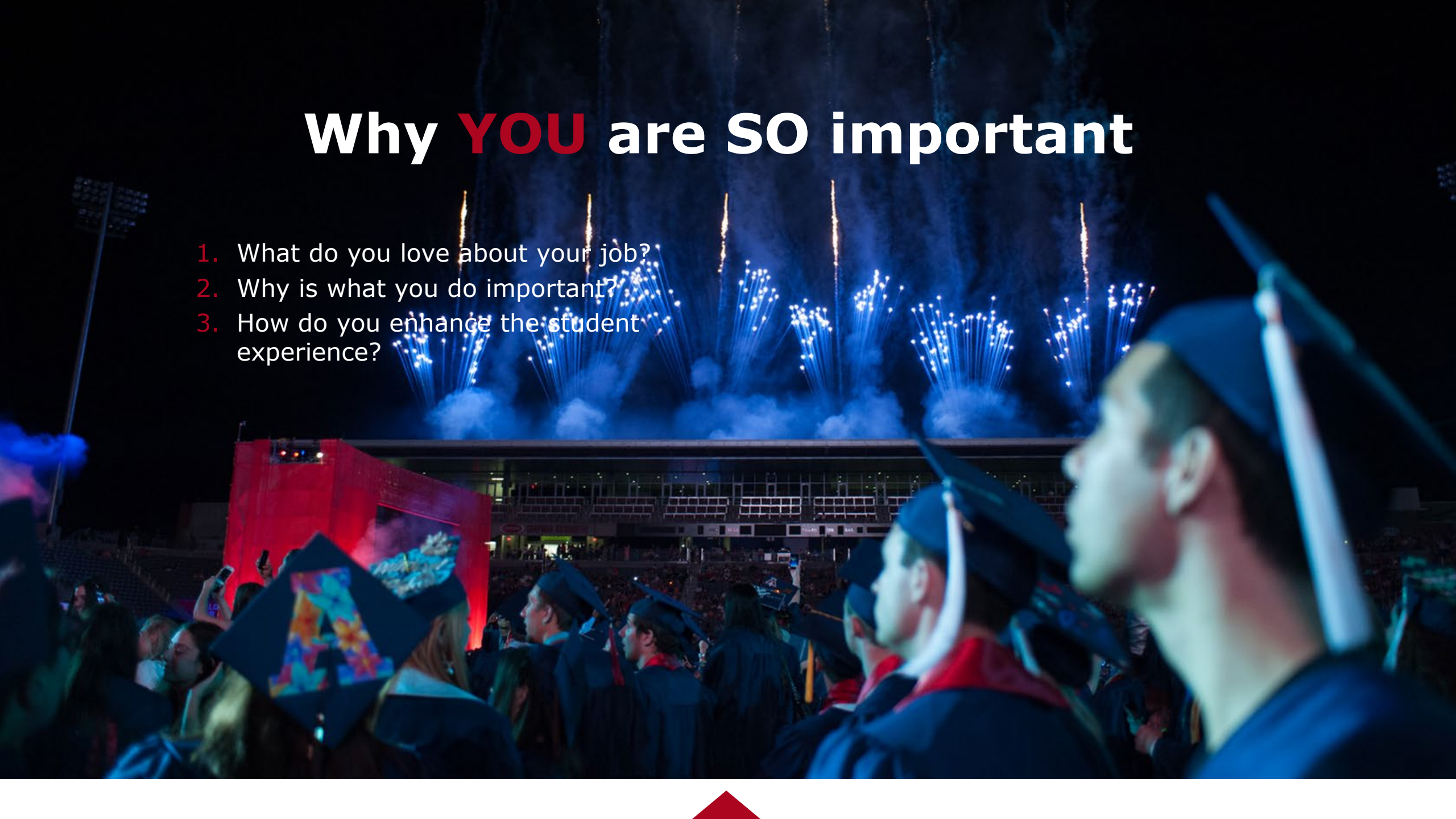
Welcome

- Small Group Introductions
 - Name
 - Title
 - Shop/Team
 - Length of Service



Why **YOU** are SO important


1. What do you love about your job?
2. Why is what you do important?
3. How do you enhance the student experience?



Communication

A photograph of a man and a woman sitting on concrete steps outdoors. The woman, on the left, is wearing a black sleeveless top and dark pants, and is gesturing with her hands while speaking. The man, on the right, is wearing a blue and white striped polo shirt and blue jeans, and is listening attentively. They are surrounded by greenery, including tall grasses and trees, and a red car is visible in the background. The scene is brightly lit, suggesting a sunny day.

Through your professional appearance and your positive and friendly demeanor, clearly communicate with the customers, from beginning to end, so that they know what to expect and feel fairly treated.

A small red triangle graphic pointing upwards, located at the bottom center of the page.



Accountability

Own your actions and do what you say you are going to do. If it is something that you can take care of yourself...take care of it. Be adaptable and recognize that there are many paths to excellence. Learn as you go and be innovative and willing to take risks for great customer service.



Relationships

Engage each customer respectfully and with enthusiasm. Make the customer feel that they are important. Listen to their needs and find commonalities so that you can build a relationship that enables you to see from their point of view.





Expectations

Listen and understand your customers needs. Manage the customers' expectations through the process and make sure that you follow through on all commitments. Exceed their expectations.



Synergy

Work cohesively as one team dedicated to meeting the needs of the campus community. Pitch in where you are needed, go the extra mile, and work together within Facilities Management to be the best.



FM CARES



FM CARES CULTURE





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