



<b>Client Expectations</b>	<b>College-Wide Service Standards</b>	<b>Registrar's Office Service Standards</b>
C - Courteous	C1. Treat clients in a welcoming, polite and professional manner.	C1.1 Present a tidy, professional work environment. Maintain well-groomed appearance and appropriate attire.
		C1.2 Smile and greet the client.
		C1.3 Be on time and ready to work, as scheduled.
	C2. Interact in a manner that shows respect for the individual.	C2.1 Use client's name as primary identifier, where appropriate.
		C2.2 Give the client your undivided attention.
		C2.3 Maintain confidentiality.
A – Attentive	A1. Understand the needs and expectations of your clients.	A1.1 Listen actively (body language) before responding.
		A1.2 Confirm that you have understood client needs.
		A1.3 Provide service delivery options where appropriate.
	A2. Demonstrate a willingness to help.	A2.1 Offer assistance.
		A2.2 Demonstrate a willingness to help.
	A3. Strive to make each client feel valued.	A3.1 Keep interactions positive.
	A3.2 Personalize the service, and express self in an articulate, easy-to-understand manner, demonstrating your involvement in assisting the client.	
R – Responsive	R1. Provide timely, accurate and thorough service.	R1.1 Update your voice-mail greeting daily. Meet established response times.
		R1.2 Use current information, procedures and forms.
		R1.3 Utilize job-specific data-verification processes.
	R2. Validate that client needs have been met.	R2.1 Provide the appropriate summary for the service provided
		R2.2 Identify any necessary next steps when completing an interaction with a client.
		R2.3 Make a closing statement when serving a client.
	R3. Take client concerns seriously.	R3.1 Fulfill your commitments to clients.
		R3.2 Provide individualized service within the context of College policy.
		R3.3 Resolve or refer with certainty.
E – Efficient	E1. Be knowledgeable about your products and services.	E1.1 Participate in training and development opportunities.
		E1.2 Use available resources effectively.
	E2. Display initiative and resourcefulness.	E2.1 Recognize and pursue areas for improvement.
		E2.2 Strive to use all available resources and work collaboratively.
S - Supportive	S1. Provide a safe, comfortable and accessible environment.	S1.1 Respect and accommodate for diverse client needs as required.
		S1.2 Wear a name tag, and ensure that it is visible.
	S2. Display sincere interest in contributing to student success.	S2.1 Help clients to understand the implications of their actions and decisions.
		S2.2 Inform clients of services available that may contribute to their success.
	S3. Anticipate client needs.	S3.1 Seek client feedback regularly in assessing our services, and act upon it in reviewing our processes.
		S3.2 Participate actively in planning and evaluating our services