**We Are Marymount**

**Our Service Quality Guiding Principle**

We foster positive, transparent, collaborative, and cooperative interactions with students, each other, parents and visitors to be the institution of choice for students, staff, and faculty. We will:

* Create a welcoming atmosphere
  + Be friendly, helpful, and caring
  + Demonstrate positive behavior in public areas
  + Smile and offer a warm greeting
  + Approach each encounter with a positive and productive attitude
* Anticipate and meet needs
  + Practice active and careful listening
  + Ask questions for better understanding
  + Look for opportunities for continuous improvement
* Provide accurate and quality assistance
  + Be knowledgeable about the University’s organization and operations
  + Be consistent and provide the same quality of service to everyone
  + Attend to the details
  + Respond to all communications within two business days
  + Set and publish Departmental expectations for appropriate resolutions
* Treat others as valued individuals
  + Have a respectful demeanor in all interactions
  + Provide unconditional concern for the well-being of others
  + Encourage and expect the best in everyone
* Provide service in keeping with our Catholic Identity
  + Be committed to serve others
  + Go beyond what is expected
  + Show a sincere interest in helping
* Take personal responsibility and ownership of Marymount and your individual role in it
  + Have pride in the job you perform
  + Believe that what you do matters
  + See the situation through to resolution
  + Present yourself professionally