**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