

S.M.A.R.T.

Make Their Day

Reliability

Teamwork

Make Their Day!

*“If you remember my name
you pay me a subtle
compliment; you indicate
that I have made an
impression on you.
Remember my name and
you add to my feeling of
importance.”*

– Dale Carnegie



Customer Service is Relational

- Simply ask a person's name then learn it
- Use it during your initial meeting
- Write it down
- Use association
- Build a relationship



Fish Market Philosophy

- Engage one person at a time
- At least make their moment
- Do something out of the ordinary or unexpected
- Make your world a better place one person at a time
- Have fun doing it
- [Make a memory](#)





Reliability

How would you describe reliability?

- **Proverbs 20:6** (New Living Translation)
Many will say they are loyal friends, but who can find one who is truly **reliable**?
- **Proverbs 13:17**
An unreliable messenger stumbles into trouble, but a **reliable** messenger brings healing.
- **1 Samuel 3:19**
As Samuel grew up, the Lord was with him, and everything Samuel said proved to be **reliable**.
- **1 John 1:9**
But if we confess our sins to him, he is **faithful** and **just** to forgive us our sins and to cleanse us from all wickedness.

Teamwork

Teamwork comes down to basics

- Utilize shared values
- Team comes first...you represent the team at all times
- Never embarrass a fellow co-worker
- Know and follow procedures
- Reward your teammates
- Communicate honestly and openly
- Get along
- Offer support
- Strive for excellence and perfection

Vision

Every employee in the ILRC exhibits the Golden Rule in the **performance** of his/her work and treatment of both internal and external customers (co-workers), i.e.

"Do unto others as you would have them do unto you."