

# NCWorks Service Keys

**PURPOSE**  
why we do what we do and how we exceed our customer's expectation of service.

- ✓ I consistently provide excellence in customer service
- ✓ I constantly seek ways to exceed my customers' expectations
- ✓ I fully support a culture of service excellence

**PERFORMANCE**  
how our behavior and results compare to our goals and potential.

- ✓ I execute my job with efficiency and keep my skills current
- ✓ I use available resources wisely and optimize my productivity
- ✓ I consistently focus on meeting customer needs with results-oriented service

**PROFESSIONALISM**  
combines the ingredients of products, services, and behaviors to impact the customer experience.

- ✓ I conduct myself as a confident and energetic workforce professional
- ✓ I treat customers and co-workers with respect in all interactions
- ✓ I ensure my workspace is organized, accessible, and welcoming

**ADDITIONAL INGREDIENTS**

- 1.
- 2.
- 3.

**PERSONAL EXCELLENCE**

- 1.
- 2.
- 3.

**TAKE 5'S**

- 1.
- 2.
- 3.

**MAGICAL MOMENTS**

- 1.
- 2.
- 3.

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**"No One Owns the Customer, But Someone Always Owns the Moment"**  
Scott Huddins - Vice President, Global Customer Managed Relationships - Walt Disney Company



NCWorks  
**SERVICE KEYS**

Unlocking Excellence!

