

Key Indicators of a Service Culture

- People take responsibility
- There are few barriers to communication and action
- People are responsive to the needs of internal and external customers
- Front-line staff frequently ask if they can be of service
- People smile and look like they enjoy their work
- People continuously look for ways to improve
- Staff feel empowered to act
- People receive positive feedback from colleagues
- Customers are pleased after their interaction with staff
- Administrators help staff work to improve service
- Everyone works to identify and prevent problems
- People work to develop customer-oriented systems, policies, and procedures
- Staffs anticipate the needs of their internal and external customers.