

CX Moment

Centennial values customer service and is focused to be the most proactive government with the *best customer experience*.



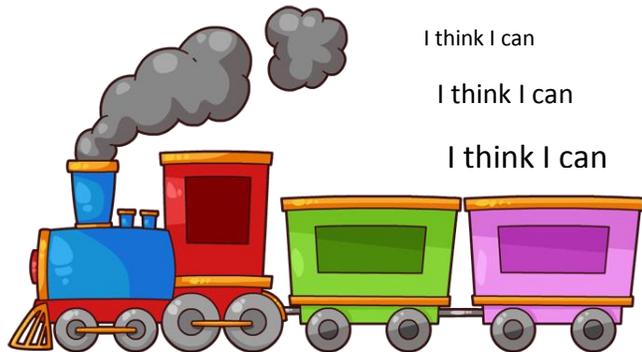
Ownership is one of Centennial's three Quality Service Guidelines (along with Integrity & Responsiveness). As such it serves as a critical tool to aid us in delivering consistent service across all functional areas.

Ownership • Integrity • Responsiveness Taking **ownership** is about leaving the customer in a better condition than when the contact was first established.

So, how do you increase your sense of ownership and accountability? Believe that you can.

One of the most powerful ways to develop a greater sense of **ownership** and responsibility is to create accountability statements. The statements should reflect the City's desire to deliver "wow" experiences through exceptional customer service. These might include:

- Always say what you mean and do what you say
- Always tell the truth
- Ensure your customer, internal or external, feels important
- Bring issues or problems up as you discover them
- Deliver "wow" experiences; over-deliver whenever you can



Another way to approach ownership and accountability goals is to think about do's and don'ts like:

- Do be open, honest and truthful
- Do listen and try to understand your customers' needs
- Do be responsive, and tell people if you need more time to work on something
- Don't have a "not my job" attitude
- Don't make excuses

Being accountable and taking **ownership** takes effort. But it can lead to great rewards – in customer satisfaction and in personal accomplishment.

Thanks for everything you do to make service at Centennial great for our customers!