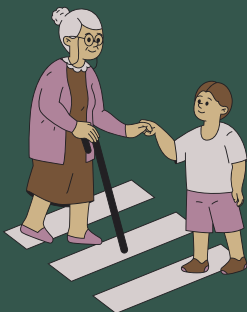


4 Principles of Customer Service

Service

Go the extra mile to help library patrons. Leave them feeling positively surprised rather than disappointed



Attitude

Fake it till you make it! You are a representative of BYU and positive attitudes go a long way when helping patrons

Consistency

Be consistent in the way you treat library patrons. People notice when they receive lesser service than the last time



Teamwork

Work as a team to deliver the best service possible. Have each other's backs and help your coworker if they're struggling to assist a patron.