

## OUR CUSTOMERS

The students, faculty, staff, and visitors who use the facilities we maintain and service.

## OUR CUSTOMER'S EXPECTATIONS

In our performance: clean buildings, cost-effective and quality service, efficient and consistent performance, competent and knowledge in our field.

In our behavior: friendly, courteous, respectful, cooperative, flexible, trustworthy, empathetic, professional, neat in appearance, proud of our work.

## OUR QUALITY SERVICE STANDARDS

### SAFE ENVIRONMENT

1. Provide on-going training.
  - Perform monthly training in accordance with the annual custodial training plan (a.k.a. training matrix).
2. Maintain secure facilities.
  - Follow lock/unlock schedule and do not grant unauthorized access to secure locations.
3. Review building emergency evacuation plan.
  - Supervisor and crew review emergency evacuation plan for each building semi-annually.
4. Work safely.
  - Keep a clean and organized work and break area, use recommended PPE, use wet floor signs, and ensure MSDS are posted at designated locations in each building.
5. Report problems that affect safety and security.
  - Take the appropriate action; report safety and security maintenance problems; contact your supervisor, Area Services office, Work Control Center, police, or facility contacts as appropriate to resolve.

### SERVICE ATTITUDE

1. Always behave in a professional and positive manner.
  - Greet customers with a smile and treat others with respect.
2. Maintain a professional appearance.
  - Maintain good hygiene, follow the OPP dress code, and visibly display the proper University ID badge.
3. Understand the customer's needs and expectations.
  - Listen to the customer; take the initiative to resolve their concerns and issues in a timely manner.
4. Respect people and their work areas.
  - Treat others and their property like you would want to be treated.
5. Be accountable and responsible for your work.
  - Perform work that meets expected standards of performance and produce quality work that you would put your name on.



## STEWARDSHIP

1. Manage funds and resources responsibly.
  - Maintain supply inventories in accordance with related KPMs.
2. Protect the University's physical assets.
  - Report building problems as soon as detected, control emergency situations.
3. Be an environmental steward.
  - Carry out initiatives of the ACE Blue Cleaning Program.
  - Close open windows, turn off lights, report water leaks.
4. Be a knowledgeable steward.
  - Utilize TNAP process and provide funding to execute training priorities.
5. Be a responsible steward.
  - Utilize Breeze to manage equipment and supply inventories; monitor and discuss relevant KPMs and USPMs on a regular basis.

## EASE OF SERVICE

1. Remain flexible to meet customer needs.
  - Plan your work; be prepared for emergencies and special events.
2. Keep equipment in good working order.
  - PM equipment as scheduled and report noted problems.
3. Ensure supplies available to perform work.
  - Keep janitor closets appropriately stocked with supplies.
4. Understand and follow up on customer requests.
  - Confirm your understanding of the request; take action to ensure proper follow up.
5. Be available to our customers.
  - Schedule work activities to meet customer needs.

## EFFICIENCY

1. Have a work plan.
  - Utilize and follow work schedules, team cleaning plans, and floor care guidelines.
2. Listen to customer concerns.
  - Direct customer questions to best take care of their needs.
3. Use time effectively.
  - Plan work to make most effective use of time and coordinate jobs with customer schedules.
4. Utilize new technology and best practices.
  - Be open to new techniques and procedures that help you perform your duties as quickly and safely as possible while maintaining high quality.
5. Utilize work measures.
  - Regularly monitor and discuss service call and PM WO KPMs and USPMs.



**DEAR CUSTOMER,**

**WE PROMISE FROM CUSTODIAL SERVICES SERVICE AND PERFORMANCE DELIVERED WITH PRIDE.**

**P – Professional & Safe Service**

**R – Respectful & Courteous to All**

**I – Integrity**

**D – Dependable**

**E – Educated in Our Field**

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† Updated 28 April 2010

