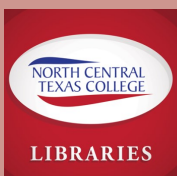


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SERVICE STANDARDS

Never	Always
Point	Show
Cold Transfer	Warm Transfer
Make Excuses	Own It
Criticize or Overshare	Respect your Patron and Institution
Ignore the Patron	Ask “Is there anything else I can do to help you today?”
Show Frustration	Focus on what you can do



The Customer Service Revolution