

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

"Image" Poster -- "Steps to Superior Service"

FROM: [Redacted] C/IMSS/OL	EXTENSION	NO.
[Redacted]	[Redacted]	DATE 1 Jul 86

TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		

1.	DD/L [Redacted]	7/1	[Signature]	<p>0 to 2: John, you had asked to see the poster before it's printed. The Ilford is attached for approval. This will be 18 x 24", on poster-quality paper. P&PD has designed the text layout flush-right to balance the graphic emphasis on the left. In the larger size, the text "steps" will be easier to read than on the attached.</p> <p>With two minor corrections for spacing, it looks fine to me. Recommend your approval.</p> <div style="text-align: center; margin-top: 20px;"> <div style="border: 1px solid black; width: 150px; height: 30px; margin: 0 auto;"></div> <p>Tony</p> <p>[Signature]</p> </div>
2.	D/L	2/7	[Signature]	
3.				
4.				
5.	C/IMSS/OL [Redacted]			
6.				
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18 X24'

OFFICE
OF
LOGISTICS

STEPS TO SUPERIOR SERVICE

Be courteous.

Develop a support ethic.

Treat people as special -- and mean it.

Stress "can do" instead of "can't do."

Look for solutions, or alternatives, to problems.

Be positive. Don't make excuses or pass the buck.

Develop a better understanding of your customer's needs.

Help the customer develop requirements and plan steps in detail.

Explain anything that affects your timeframes for providing support.

Give logical, realistic, credible, consistent reasons for actions.

Avoid making commitments with no basis--or promises you can't keep.

Visit, call, or send AIM messages instead of memos when you can.

Return telephone calls and AIM messages promptly.

Avoid saying "send me a piece of paper" until you know it's needed.

Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to improve your job performance.

Take pride in your job.