

OFFICE  
OF  
LOGISTICS

STEPS TO SUPERIOR SERVICE

*Try to understand another's point of view  
Don't listen with your mouth.*

Be courteous.

*clarify*

Develop a support ethic.

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

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

Look for solutions to problems, or alternatives.

Treat people as special -- and mean it.

Develop a better understanding of your customer's needs.

Avoid making commitments ~~with no basis or promises~~ that can't be kept.

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

*clarify*

Explain processes and variables that affect support timeframes.

Help the customer develop requirements and plan steps in detail.

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

Use visits, ~~or~~ <sup>or AIM messages</sup> telephone calls instead of memos when you can.

Give voluntary feedback on job status.

Return telephone calls <sup>and AIM messages</sup> promptly.

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 <sup>improve job performance</sup> ~~enable you to do your job better~~.

Take pride in your job.

*comment: may be too busy for one poster - suggest  
sequence be arranged in the form of steps*

OFFICE  
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LOGISTICS

DRAFT

STEPS TO SUPERIOR SERVICE

Develop a support ethic.

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

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

Treat people as ~~if they're~~ <sup>del</sup> special -- and mean it.

Develop a better understanding of your customer's needs.

~~Be sure you and the customer understand the facts:~~

Avoid making commitments w/no basis--or promises that can't be kept.

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

Explain processes and variables that affect support timeframes.

~~Help your customer define exactly what's needed to start a project.~~

Help the customer develop requirements and plan steps in detail.

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

Use visits or telephone calls instead of memos when you can.

Give voluntary feedback on job status.

~~RETURN TELEPHONE CALLS promptly~~  
If you don't have answers, find them and get back to the customer.

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Learn all you can to enable you to do your job better.



STAT

**MEMORANDUM FOR:** Edie

Attached is your "Steps to Superior Service" with a couple of suggested additions.

Marie

Date 2/26/86

*Support file to*

*RAFT*

OFFICE  
OF  
LOGISTICS

STEPS TO SUPERIOR SERVICE

ILLEGIB

✓ [Redacted]

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✓ *[Handwritten notes]*