Build a Bridge Defining "Excellence in Customer Service" By: Mark Willingham

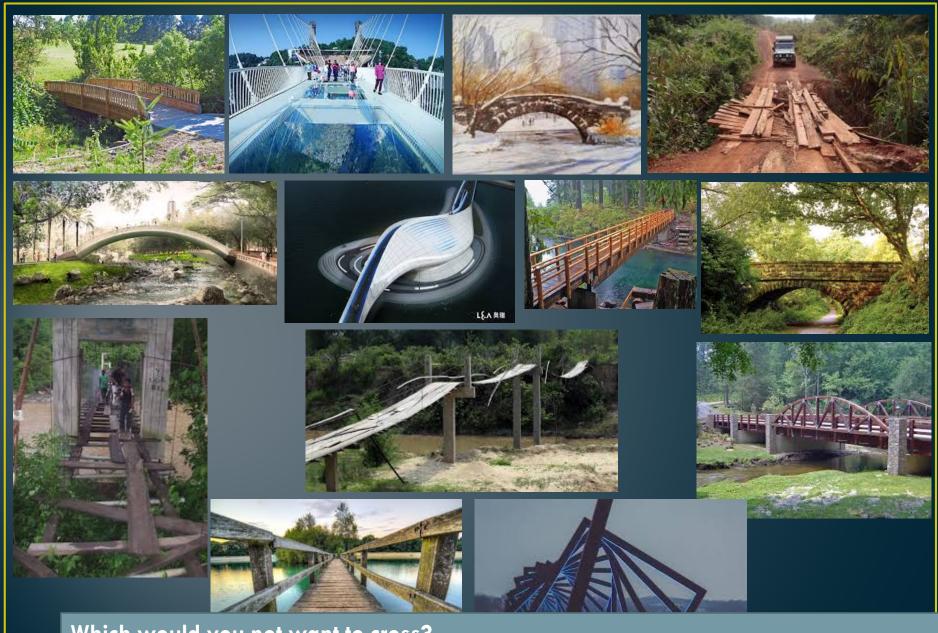


What is the purpose of a bridge?

Definition







Which would you not want to cross?



Why do we build bridges

- Get from one point to another
- Connect two areas
- Ease of transit
- There is a "NEED"



Building you bridge

- Does it fit the purpose?
- Does it fit the need?
- Is there more than purpose and need?



Why do we go above what is needed?

- "to provide exceptional or excellent customer service"
- Hows
- "The difference between ordinary and extraordinary is that little extra", Jimmy Johnson
- So what does it mean?



Excellent Customer Service

Building Bridges

- We can all do our part to build bridges. A smile, a high five, a pat on the back or just lending someone an ear. These are all elements to your bridge that come together and connect us all.
- Structure is our internal city and departmental structure
- Purpose is the need of community

Four Dimensions of Leadership



PROFESSIONAL COMPETENCY

- Heart
- Soul
- Mind
- Strength

- Problem Solving Ability
- Personality
- Core Beliefs and Values
- Awareness of Self and Others

"work hard, play hard"

- TAAF/TRAPS embodies these traits
- Career-minded people who want what is best for the community as a whole
- All elements of the structure are just as important as the next.
 No one department can be successful without the others.
- Everyone has to have a buy in. Something to contribute and something to gain in order to build strong bridges.
- Build bridges for your family, community, and for our future.

So, go build a bridge

Excellence In Customer Service

- To Carry
- To Lead
- To Support
- To Connect

 This is excellence in customer service; now provide a bridge to your community. Questions?

