



Carleton
UNIVERSITY

Canada's Capital University

SERVICE STATEMENT:

At Carleton University, we care about each member of our community and support them in a professional and personalized manner.

Every day, we make the Carleton experience a positive one by providing service that is responsive, reliable and courteous.

Service Excellence

SERVICE STANDARDS

Quoting from Defining Dreams; "We strive for excellence in all our activities- teaching, research, scholarship and service. We recognize that the academic mission of the university is dependent upon outstanding administrative and support services." With a view to nurturing this underlying value of excellence, a framework for Service Excellence has been created. Our community is comprised of dedicated professionals, whose commitment to serve others helps to define Carleton University. The goal of the Service Standards is to build on these qualities, and ensure that our services are being provided in a consistent and collaborative manner every day, through Service for Success. These three words remind us that we all have significant contributions to make, both to the success of one another and to Carleton University as a whole.

Each employee is encouraged to own these Service Standards, to be an ambassador for Service Excellence, and to seek ways in which to further develop Service Excellence in their own department.

WE CARE

- We take pride in our work and our surroundings. We ensure that our physical environment is accessible, well maintained, and free of hazards.
- We make our services accessible.
- We take an interest in the work, studies and research of others.
- We actively solicit feedback from our community, and tailor our services to their needs.
- We are committed to supporting academic, professional and personal successes in an inclusive, equitable and meaningful way.
- We participate in Service Excellence initiatives.

WE ARE PROFESSIONALS

- We are ambassadors of Carleton University. We share our pride in being a member of the Carleton Community. Our attitudes and behaviours are guided by the values of the University.
- We demonstrate a high level of competency in our work, and a willingness to share this knowledge. We value each other's contributions.
- We continuously inform and educate ourselves in our work.
- We conduct ourselves in a professional manner and protect the privacy of others, whether in conversation or correspondence.

Service for Success

WE ARE RESPONSIVE

- We listen attentively to people before we respond, and seek confirmation that we have understood them correctly.
- We inform our community of the options available to them.
- We appreciate the time of others.
- We provide timely, accurate, and quality information.
- We anticipate and innovate to fulfill the needs of the campus community.
- We take responsibility in the interactions we have, and solve problems at the first opportunity. If a referral to another area is required, we do so in a personal manner.

WE ARE RELIABLE AND COURTEOUS

- We are approachable and welcome the opportunity to provide assistance.
- We follow through to make sure that needs have been addressed in a satisfactory manner.
- We ensure consistent, effective and efficient day-to-day operations of our departments.

WE TREAT EVERYONE AS AN INDIVIDUAL

- We approach each interaction as a new opportunity; we respect the diversity of the community that we serve.
- We recognize the importance of providing our services in an equitable, inclusive and customized manner.
- We take the time to put people at ease and to make them feel valued.



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