

Understanding our Culture...



We're all a part of the
foundation that makes up
Auxiliary Services serving
the University of Wyoming.



AUXILIARY SERVICES



SMILE! is a registered trademark of SunShower Learning.

Auxiliary Service's cultural foundation:

Mission

Our mission is to proactively support the university's educational, research and student activities by providing accountable oversight of the following units: Copier Services, Copy Center, Fleet Services, ID Office, Postal Services, Trademark Licensing, TransPark, University Bookstore and Vending Services. While upholding the highest of ethical standards, we provide excellent customer service, quality products and services at competitive prices and are effective stewards of the assets entrusted to us.

Vision

Our vision is to enhance and expand the support services we provide to our campus, while developing a dependable source of annual revenues that can be used to financially support, in new and different ways, the growing academic needs of the institution.



Shared Values

- Balance
- Commitment
- Courage
- Diversity
- Honesty & Integrity
- Personal responsibility
- Respect

Traits & Behaviors

- Accountable
- Approachable
- Attentive to detail
- Care for one another
- Courteous
- Customer focused
- Helpful
- Motivated
- Open-minded
- Quality driven
- Reliable
- Respectful
- Responsive
- Sincere
- Take initiative
- Take ownership
- Teamwork



Non-Negotiables

- Dishonesty
- Inappropriate dress
(per unit policy)
- Inappropriate treatment
 - Prejudiced comments/behavior
 - Threatening others
- Intentional violation of department/UW policy
- Intentional violation of UniReg's
- Theft



Basics of Customer Service Interaction

- Communication
- Acknowledgment
 - Be responsive
 - Provide validation
 - Use a calm voice
 - Actively listen
 - Make Eye Contact
 - Smile
- Resolution
 - Follow through
 - If you don't know the answer, find out
 - Look for solutions
 - Take responsibility
 - Thank customer for business and request he or she come again
- Attitude
 - Be...
 - Accommodating
 - Approachable
 - Attentive/customer first
 - Caring/helpful
 - Courteous
 - Empathetic/sympathetic
 - Enthusiastic
 - Patient
 - Positive

Customer Service Standards

Individual units may have variations of these standards.

- Customers come first
 - Greet customer
 - Smile
 - Maintain eye contact
- Listen
 - Be courteous, polite and helpful.
- Follow through and work with the customer until transaction is complete and any problem is solved.





Empowerment

You are empowered to make decisions to achieve excellence in the service you provide.



AUXILIARY SERVICES

Customer Service...Goal One.

Copier Services
Copy Center
Fleet Services
ID Office
Postal Services
Trademark Licensing
TransPark
University Bookstore
Vending Services