

The Customer Is Always First

Capistrano Unified School District



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Customer service, what does it mean?

- Genuine courtesy
- Quality: people, product, process
- Efficiency
- Effectiveness



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Maintenance and Operations has customers?

- School Board and Superintendent
- School Administrators
- Teachers
- Students
- Other Employees



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Private Enterprise Models

Nordstroms

- Set your personal and professional goals high
- Rule #1: Use your good judgment in all situations
- There will be no additional rules

Ritz – Carlton

- Unexpected/extraordinary service
- Give the extra touch that is unexpected





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Premier Customer Service

- Service leaders master how to work with their people to create the customer-service vision
- The urge to service others is the defining element of service leadership
- The key to service leadership is making the commitment to act on your knowledge and beliefs



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Providing Industry Leading Premier Facilities Management