

	Tourism Customer Service Program
I contribute by ensuring that I:	
1. Make eye contact and acknowledge every customer	
2. Smile and be respectful of all people at all times	
3. Respond to the needs and requirements of every customer	
4. Inform our customers about tourism opportunities in York Region if appropriate	
5. Respond to complaints using the Listen, Acknowledge, Ask, Follow Up and Confirm steps	
6. Provide service with enthusiasm, efficiency and accuracy	
7. Identify and communicate opportunities to improve our products and services	
8. Adjust my service practices according to the feedback of my supervisor	
9. Take advantage of every opportunity to exceed customer expectations and complete a weekly report of identifying what I have specifically done to exceed expectations/personalize service	
10. Thank every customer for their business and ask them to return	

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Our Service Intention

That Every Customer

Be Welcomed
respect, inclusiveness, optimism

Is Heard
*respect, integrity, fairness, initiative,
perseverance, compassion*

Feels Valued
*respect, honesty, courage, initiative
responsibility, integrity*

**Departs Delighted and Will
Return**
initiative, responsibility



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