

Gold Standards for Our Services

We deliver our services with these precious practices, values and principles.

Our Promise: We pledge to provide for the genuine care and wellbeing of our customers by enlivening, instilling, and fulfilling even their unexpressed wishes and needs.

Our Credo: Our staff seeks to enhance the quality of life for all stakeholders (suppliers, employees, company shareholder, customers and communities) through lasting and equitable relationships.

How We Operate: We deliver in a timely, dependable, and accurate manner, with respect and integrity. We are sensitive and attentive to our customers' needs and concerns. We provide timely communication, while protecting confidential information.

Service Values:

1. I am empowered to build strong relationships that create customers for life.
2. I create a mystique for our customers by providing excellent, unique, memorable and personal experiences.
3. Customers are not an interruption, but the purpose of our work. I own the problems of our customers, always responsive to their wishes and needs.
4. I create a work environment of teamwork and lateral service to serve our customers and each other by contributing to planning of the work that affects me and taking advantage of opportunities to continuously innovate, improve, learn and grow.
5. My appearance, language, manners and behavior are professional.
6. I am responsible for uncompromising levels of responsiveness in protecting the privacy and security of our customers, my coworkers and the firm's confidential information and assets.

Service Steps:

1. Greet customers with a warm and sincere welcome or goodbye, using their name.
2. Proactively identify and fulfill client needs, maintaining good spirits, being helpful, professional, courteous, respectful, observant and discreet to customers and co-workers.

Inspired by The Ritz-Carlton's "Gold Standard".