

# UVIC COMPETENCY RESOURCE GUIDE

## PROVIDE EXCELLENT SERVICE

The work I do impacts others who are internal and/or external to the university. I seek to understand the needs of those I serve so I can provide reliable and responsive service that builds positive ongoing relationships and supports UVic's goal to advance service excellence.

### WHY IS THIS IMPORTANT?

Our people are vital to our organization. Whether it is with current or prospective students, staff, faculty, alumni or external partners, how we choose to interact with each other impacts our working and learning environment, our local and global reputation and our ability to grow community. Every interaction is an opportunity to create a positive experience that allows those with whom we come into contact to feel welcome, valued and a part of what makes UVic special.

### HOW COULD THIS BE DEMONSTRATED?

- Committing to timeframes and delivering on promises
- Keeping others up to date on service and changes that affect them
- Exceeding client/customer expectations
- Building relationships with customers/clients
- Valuing and improving customer experience
- Building relationships with colleagues/team to increase customer service
- Anticipating needs and making suggestions for future improvements
- Establishing and maintaining service standards within your unit
- Taking ownership and following up on questions/issues that you have referred to others

### SAMPLE COACHING, REFLECTION OR INTERVIEW QUESTIONS

- When have you received excellent customer service? What did it feel like?
- When have you received poor customer service? What happened? How did you feel? What did you learn from that experience and how can you apply that to providing better service in your role?
- What does excellent service look like in your role?
- What are the benefits of great customer service to you? The department? The university?
- What is the impact when we do not offer great service?
- Who can you ask for feedback on the service you provide?
- What do you do when you cannot provide the service your client wants?
- How could services in your area be improved? Who can help with this?

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## PROVIDE EXCELLENT SERVICE (*Continued*)

### SUGGESTED SKILLS TO DEVELOP

- Personal productivity
- Inquiry
- Active listening
- Information gathering
- Initiative
- Addressing conflict

### LEARNING OPPORTUNITIES

- Attend a course or workshop open to employees (e.g. those listed on HR's learning and development web page), access an online learning library or engage in self-directed learning
- Volunteer for front-line service roles at UVic or community events such as Connect U, New Student Welcome, IdeaFest, Convocation, etc.
- Participate in or contribute to a business process mapping exercise
- Practice giving and receiving feedback with a peer or client
- Observe colleagues or supervisors who provide excellent customer service to learn and adopt new styles of interacting
- Debrief a difficult client interaction with a peer or supervisor
- Prepare for an anticipated difficult client interaction by planning, scripting and asking for advice and support

Refer to the [Competency Resource Guide Index](#) for links to these and other UVic documents, activities, and opportunities