



**Loyola
Marymount
University**

CULTURE OF SERVICE

**IN KEEPING WITH THE IGNATIAN
SPIRIT OF CURA PERSONALIS,
CONCERN FOR THE OTHER PERSON,
HERE ARE SOME TIPS ON PROVIDING
EXCELLENT SERVICE WITHIN THE
UNIVERSITY.**

COMMUNICATION • ACCOUNTABILITY • PROFESSIONALISM

LMU SERVICE STANDARDS

COMMUNICATION • ACCOUNTABILITY • PROFESSIONALISM

- Give the person full attention; minimize distractions.
- Face those to whom you are speaking; making eye contact.
- Listen for understanding.
- Clarify with questions; paraphrase or reiterate.
- Do not interrupt; take notes if helpful.
- Be courteous and respectful
- Avoid being defensive or argumentative.
- When seeking solutions, offer alternative and options.
- De-escalate emotionally charged situations with empathy, validation and reassurance.
- Responsive communication; return all communications, quickly. Promptly acknowledge the receipt of voicemail messages and e-mails.
- Use voicemail and e-mail to notify others you are out of the office.
- Keep promises and honor your commitments; follow up with people.
- Invest in your professional development.
- Anticipate the needs of others; strive to exceed expectations.
- Seek solutions; if you don't know the answer to a question, find a person or resource that can assist you.
- Welcome and greet others with warmth.
- When answering the phone, offer a salutation, state your name and department and ask, "How may I help you?"
- Prioritize and focus to give projects and people your undivided attention.
- Collaborate and communicate with other departments to ensure quality service.
- Be receptive to feedback; continuously seek opportunities to improve.
- Understand the role you and others play to better facilitate service on campus.
- Keep informed about current LMU campus events and news.

