

The ABCs of Service Excellence

Great customer service and experiences are achieved when we deliver on the Service Steps of being Accountable, Bold, and Connected

ACCOUNTABLE

To be Dependable and Deliver on Promises

BOLD

Take initiative, anticipate and respond to customer needs

CONNECTED

Share the Whistler Wow Personalize the Experience

Being Accountable and Bold are the baseline requirements for delivering service. The key differentiator between good service and great service is the ability to connect with customers and to personalize their experience with us.

GO BE A SERVICE PRO - Be Professional - Be Proactive - Be Progressive

ACCOUNTABLE

- Be dependable
- Know how to perform your role
- Deliver on your promises and help business deliver on its promise
- Know your products & services
- Solve problems & avoid making errors
- Dress and groom appropriately
- Communicate clearly

BOLD

- Anticipate and respond to customer needs
- Let your positive attitude shine by showing a willingness to help
- Acknowledge customers and respond efficiently to their questions
- Communicate effectively by asking the right questions, listening, and when needed, keeping customers informed about delays in service
- Provide efficient service
- Make their experience with you effortless

CONNECTED

- Share your Whistler WOW
- Personalize the interaction share stories and anecdotes
- Discover similarities through great conversations
- Make customers feel important with genuine compliments and expressions of gratitude