



Always look & sound professional.



Communicate & explain.



Ask & use your customer's name.



Devote yourself to your customer's needs.



Introduce yourself.



Adopt the customer - treat them as family.



Never let them see you sweat.

Acadian *cares*

OUR PROMISE TO DELIVER EXCEPTIONAL CUSTOMER SERVICE



Consciously guard customer confidentiality.



Apologize & search for solutions.



Remember: Talk less, listen more.



End with a fond farewell.



Say "hello," make eye contact & smile.