

Service Culture

Taking the 8 principles of customer service culture, consider one way that your company does each area.

Area	How the company demonstrates or encourages this?
Respect	
Empowerment	
Ritualism	
Common Language	
Friendliness	
Celebrations	
Continuous feedback	
Shared Responsibility	

What areas were missing or need developing? How can you feed that back to your line manager or mentor?