

# Values into service culture

Take 3 of the core Mosaic values and consider these against some the key areas of service culture. In each box explain how the value shows itself in a service culture. Link this to any policy you know helps this.

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Service culture areas	Mosaic Core values		
	Listen to the customer	Member wellbeing is a priority	Friendly & approachable
Respect			
Empowerment			
Ritualism			
Common Language			
Friendliness			
Celebrations			
Continuous feedback			
Shared Responsibility			