

## Service to Others/Customer Service - Non-Manager

Service to Others/Customer Focus		
<b>Note:</b> the word “customer” as used here refers to anyone that is served by another as an Emory University employee, or is a recipient of another’s work or output (e.g., student, donor, other departments, etc.).		
Unacceptable (1)	Meets Expectations (3)	Far Exceeds Expectations (5)
Often misinterprets customer requests.	Listens to customers (internal and external) and addresses needs and concerns.	Anticipates adverse customer reactions and develops better alternatives. Actively solicits feedback from customers to surface needs and concerns.
Frequently waits for customer to request status updates. Fails to anticipate importance of communication and information exchange.	Keeps customers informed by providing status reports and progress updates.	Proactively keeps customers informed with both formal and informal communications. Follows up with customers to ensure satisfaction.
Seldom fulfills service commitments or meets deadlines.	Delivers on service commitments. Meets established or agreed upon deadlines.	Fulfills service commitments prior to deadlines. Willingly puts in extra time and effort in crisis situations; goes the “extra mile” to ensure customer needs are met.
Seldom takes initiative to develop customer relationships.	Maintains supportive relationships with customers. Uses initiative to improve outcomes, processes, or measurements.	Actively seeks new opportunities to build relationships and understand the needs of customers.

Please be mindful of different cultural norms and neurodiverse populations when applying these standards.