

Regional Transport Training Services Pty Ltd



PS5. Service Delivery

Our minimum standard of service delivery is ...

We will work as a team and maintain our professional image in the community to ensure we are always ...

Professional

Reliable

Open minded

Genuine

Responsible

Empowered

Sincere

Supportive

Innovative

Vigilant

Empathetic

Regional Transport Training Services Pty Ltd



Service Delivery Standards

Professional

Always act and look professional both on and off the job. This will ensure Regional Transport Training Services Pty. Ltd. will be viewed well within the community.

Reliable

Always attempt to do a job right the first time, to produce the intended or expected result. This will achieve "Best Practice".

Open Minded

Always be prepared to accept new situations readily and listen to other people's points of view.

Regional Transport Training Services Pty Ltd



Service Delivery Standards

Genuine

Never treat your work mates or customers in a manner which makes them feel you are not sincere.

Responsible

Always be accountable for your own actions.

Empowered

Always be confident about making minor decisions which you believe will enhance the performance of Regional Transport Training Services Pty Ltd.

Sincere

Always be truthful towards your clients. Do what you promise.

Regional Transport Training Services Pty Ltd



Service Delivery Standards

Supportive

Always remember that teamwork is important for efficiency and good morale, and cooperate with each other.

Innovative

Always feel free to discuss new ideas and concepts which you believe will enhance the performance of Regional Transport Training Services Pty Ltd.

Vigilant

Always be alert to ensure the workplace is safe.

Empathetic

Always try to put yourself in your client's shoes and try to understand their views.