

Expectations: Meeting 'Em & Beating 'Em !

Value Expectations



VALUE Expectations:

Value my _____

Value my _____

Listen for ways to:

_____ member \$
_____ costs of financial services,
_____ more interest

Value my _____

Give me a choice of _____

Give me choices _____ i.e. Hold, Call Back

VALUE _____

I want to interact with a _____

I want you to be interested in my _____

I want you to show me _____

Expectations When I am the Customer

As consumers, we have expectations of the businesses we frequent. There are both product expectations and people expectations. With a partner, identify expectations in both categories for each type of business listed.

Type of Business	Product Expectation	People Expectation
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Grocer

Cell Phone Provider

Department Store

Auto Service Shop

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Expectations When YOU are the SERVICE PROVIDER

Product/Product Knowledge

Service Measures

Product/Product Knowledge	Service Measures

Internal Expectations

What do team members in my department and other departments expect of me?

How does my ability to meet these expectations impact the service offered to members?

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Self Expectation Action Commitment

2 actions/changes I will make to EXCEED member expectations:

1. _____

2. _____

2 actions/changes I will make to EXCEED internal team member expectations:

1. _____

2. _____

My accountability partner: _____

Check-in date: ___ / ___