MakeItZone Commitment to Customer Service

This document is to verify that all employees understand the expectation of our commitment to creating an excellent, engaging, and welcoming experience for all interactions with MakeItZone.

This includes:

* Connect with clients; get to know who they are, their interests, skills, etc
* Smiling and eye contact; active and engaged body language
* Engage in what you are doing - choose your attitude every day and make it a fun day for those around you
* Be welcoming to everyone
* always be polite, respectful and appropriate
* Set an example- clean up after yourself, put away tools, and offer assistance to others
* Be observant and aware- know what's going on
* Safety first- for you and all present

If issues with the above are observed by management, corrective and/or disciplinary action may result.

Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_