

# adams county customer relations plan

## components of plan

- 1 Displays a professional and positive attitude and appearance.**  
training: employee orientation  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors
- 2 Demonstrates honest and ethical behavior.**  
training: employee orientation, classes  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors
- 3 Has a willingness to serve and a passion for exceeding customer expectations.**  
training: employee orientation, classes, supervisors  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors
- 4 Contributes to a safe, clean work environment.**  
training: facility audit by supervisors  
communication: team audit, safety program for each department
- 5 Offers creative ideas and solutions.**  
training: employee orientation, classes  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors
- 6 Takes responsibility and is accountable for his/her own actions.**  
training: employee orientation, classes  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors
- 7 Treats people with respect and is team-oriented.**  
training: employee orientation, classes  
communication: employee handbook, employee orientation, *Take Five, Communicator*, directors, managers, supervisors