



SERVICE WITH DISTINCTION

INDIANA UNIVERSITY–PURDUE UNIVERSITY
INDIANAPOLIS

Service is at the core of everything we do. Every day and with every interaction people are valued and understood, reinforcing the choice to be at IUPUI.

Excellence is the expectation and is represented by our commitment to demonstrate the following Service Standards and Associated Behaviors:

Ownership/Accountability

- Demonstrate “I am my Department, IUPUI, the University”
- Follow through in a timely manner
- Follow up
- Display a “can-do” attitude
- Be collaborative/build partnerships

Courtesy

- Display common courtesy, friendliness
- Show kindness/consideration/caring
- Respond with personal touch/eye contact
- Demonstrate a welcoming and enthusiastic demeanor
- Have a mindset of “I’m glad you are here. I am here to help”

Engaging

- Be approachable
- Be available
- Be accessible

Initiative

- Pitch in
- Ask for help
- Be innovative
- Anticipate and identify needs
- Know what you don’t know and make a referral
- Demonstrate the spirit of inquiry/
be proactive

Knowledge/Spirit of Excellence

(Field, Department, Campus, the University)

- Know how to do your job
- Be willing to learn
- Stay current in the field
- Seek others’ input
- Display high integrity and ethics

Respectfulness

- Be present in the moment; remain focused on the individual’s needs
- Value individual contributions
- Exhibit humility
- Appreciate the diversity of people
- Value individual uniqueness

Communication

- Create an understanding
- Listen for underlying needs/concerns
- Demonstrate responsiveness

Consistency

- Treat everyone as important
- Operate within defined parameters
- Display fair treatment of others
- Deliver consistent information
- Empower others

The definition and standards are derived from involvement and input from representatives throughout the IUPUI community.

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