



Secrets of Community Food Share's Success

CUSTOMER SERVICE is a part of everything we do. We describe all of our daily and ongoing interactions as customer service, and we are committed to providing the very best experience and outcomes possible. With this purpose in mind,

- We Crave **COMMUNICATION**
 - We think before we write, or speak. We communicate authentically.
 - We communicate assuming positive intent — we give the benefit of the doubt.
 - We are respectful of others' time.
 - We are accountable to each other and go direct when someone is not following through on their responsibilities and commitments.
 - We are proactive allies to each other.
 - We acknowledge different communication styles and flex out of our own style.
 - We let go of grudges.
 - We are inclusive in our communications, allowing all stakeholders a voice.
 - We practice mutual respect and support. We go DIRECT.
 - We respect confidentiality and privacy. We agree not to jump to conclusions, make negative assumptions or create stories.

- We Practice **FEEDBACK**
 - We will provide clear expectations to all — this is the pathway to success.
 - We will ask for feedback often.
 - We will create a safe environment for others to give and receive feedback.
 - We don't take feedback personally — we keep an open mind.
 - We are compassionate in our delivery of difficult feedback, and take time to consider the best approach.
 - We see successes and failures as teaching and learning moments.

- We Strive for **BALANCE**
 - We value health and wellness.
 - We respect work and life balance accepting that more hours worked does not equate to more or better productivity.
 - We use our time efficiently at work, and respect other's time.
 - We use our breaks and lunches to recharge.

- We Have the **POWER**
 - We are each responsible for knowing how to do our job; we take responsibility for our work.
 - We ask for training when we don't know how; taking advantage of opportunities to learn new things.
 - We provide opportunities for all staff to learn and grow. We identify training and learning gaps that need to be addressed in our own performance.
 - We will help each other out and have the courage to ask when we need help.
 - We are committed to the timely completion of our own tasks.

- We're All in this **TOGETHER**
 - We don't let little issues become big problems: we go direct.
 - We apologize when we are wrong. We practice humility.
 - We show up to work at 100%; present and mindful and ready to engage in our work.
 - We go the extra mile and put in the time to foster harmony and mutual respect.
 - We believe that we each set the tone for our collective day.