



THE NORMAN SPRUILL HOUSE FOUNDATION CUSTOMER SERVICE GUIDELINE

- ✚ It is not always what you say, but how you say it. People may not remember what you had said, but they certainly remember how you may have made them feel. Words can heal or hurt, so choose carefully.
- ✚ Perception is everything. Remember non-verbal communication can affect others as much as verbal communication. Facial expressions, body language, tone of voice and avoidance of eye contact are just as important as what comes out of your mouth verbally. Be conscious and sensitive to the community in which you are serving.
- ✚ Be mindful to always exhibit respect to those whom are in authority with a positive attitude. Even if you do not agree with their decision, show those who are in authority that their opinions are valued even when their opinions and needs are different than your own.
- ✚ Strive for excellence in all that you do. A job is a self-portrait of the person who does it, autograph yours with excellence. Always follow through with diligence in whatever task or assignment you have committed to.
- ✚ Always come to the events early ready to volunteer and be prepared to find a need and fill it by being a blessing.
- ✚ When you are in agreement with others, you build trust through open and honest discussion. Refrain from gossiping, speaking negatively, or behaving insensitively towards the communities that you are serving.
- ✚ Be the owner of your decisions, actions, and attitudes. Choose to be solution-focused and have a positive attitude. Maintain a teachable spirit. Learn things that will help make you a strong valuable volunteer for TNSHF.
- ✚ Demonstrate that the opinions and suggestions of the community in which you are serving are not of a personal matter. Make sure that the people whom you come in contact with always leave your presence with their dignity intact.
- ✚ Always keep an open mind by seeing things on different scales and levels. Be considerate of your responses and reactions to improve any situation. Ask yourself, *“Will my response be better than my reaction. Will I be a positive contributor or negative contaminator?”*
- ✚ Remember that TNSHF’s mission is to erase the stigma surrounding homelessness and provide holistic services that increase the quality of life among homeless adults and children.
- ✚ Smiling happens without much thought. Smiles can speak words of affection and kindness to one another. Remember to smile because it feels good not only to you but also in the lives of people TNSHF serves.
- ✚ Be considerate and thoughtful of others by being attentive. Anticipate greatness by showing humility as we meet the needs of the people we are serving.