



SPURS ON SERVICE STANDARDS

Great Steamboat Service begins when you...

- ◆ smile
- ◆ have eye contact
- ◆ greet
- ◆ know your business
- ◆ know your community
- ◆ know about resources
- ◆ display teamwork
- ◆ show pride in your job
- ◆ listen to needs
- ◆ ensure guests' needs are met
- ◆ offer other services or products
- ◆ are proud to live in Steamboat Springs
- ◆ engage your guests
- ◆ genuinely thank each guest

When not on the job, the Great Steamboat Service continues when you....

- ◆ ski up to people looking at a trail map and offer to give direction or show them the way
- ◆ hold the door open for anyone behind you
- ◆ engage the skier riding the chair with you in conversation
- ◆ smile and say 'hi' to people you pass on the sidewalk
- ◆ pick up someone at a bus stop and offer to take him or her to his or her destination
- ◆ return lost items or wallets completely intact
- ◆ treat everyone with the utmost respect ALL THE TIME!!