

Park Place Property Management's Service Standards

Standard:

As service providers we are reliable, dedicated, and resourceful people who care and demonstrate our values and commitment for the customer and each other.

Our people are:

- Team oriented, and we believe in our mission/vision and embrace our company culture.
- Looking for ways to add value to the customer and client.
- Respectful to owners and tenants and treat them like they are the only customers we have.
- Using sound judgment in making decisions on behalf of the customer and client.
- Empowered to make decisions that are best for everyone involved.

Communications Standard:

Our communication is timely, clear, and consistent.

We:

- Never use e-mail or voicemail when we need to have a personal conversation.
- Communicate clearly to manage expectations.
- Never use slang or speak informally to our customers or clients.

Responsiveness Standard:

We respond with a sense of urgency to our customers and coworkers.

We:

- Follow up quickly to make sure a project is completed and correct.
- Respond to customer calls promptly, within three hours; internal telephone calls or e-mails within the same day. If we can't meet those standards we delegate effectively.
- Provide solutions or updates within the next business day.
- Check daily for customer calls or e-mails when out of the workplace on business and respond or delegate accordingly on the same day

Accuracy Standard:

We take the time to do it right the first time.

We:

- Clarify and confirm requests to ensure we understand the need and execute with precision.
- Follow up once the work has been done to ensure the client/customer is satisfied.
- Take accurate notes in Rent Manager.
- Understand the importance of "Input = Output."

Accountability Standard:

Each of us is accountable to ensure every interaction with a customer or coworker is managed in a positive and purposeful way. We own and stay connected to the customer's request from beginning to end and then follow-up, being accountable for the outcome. If we make a mistake we own it and fix it.

We:

- Treat every customer or client as if Andy sent him or her to us.
- Act in the best interest of the customer and build trust by personally facilitating any necessary hand-offs.
- Take ownership of customer's problems and see them through to resolution.
- Don't pass blame or make excuses.

[Handwritten signatures and names on lined paper]

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