

# San Rafael Chamber

## Team Promises 2014-2015

- MISSION -** *We will strive to improve the lives of our members, our team, and the San Rafael community. We will exceed our members' expectations by providing them with exceptional value. We will provide prompt, quality, and courteous service. We are a professional, helpful, and respectful customer service team.*
- INTEGRITY -** **We will do what we say we will do.** We will be honest and forthright in all our efforts. Each of us will conduct ourselves in a responsible manner that promotes positive contributions to the organization, community and ourselves. We will honor our commitments.
- RESPECT –** We will treat every person with dignity and courtesy. We will **encourage and praise others** for their accomplishments. We will focus on shared vision and goals, not personalities. We will be on time for work, appointments, meetings, and commitments.
- POSITIVE AND HELPFUL –** We will be a positive, helpful team. Disparaging remarks about our organization or co-workers will not be tolerated. We will approach our co-workers and our jobs with a positive can-do spirit. We will use positive words e.g. **“opportunity”** instead of “problem.” At least once a week we will say something positive and genuine to our co-workers as a group or to an individual.
- WORK ENVIRONMENT –** We are committed to a clean and safe work environment. We will strive to work together to maintain the safety, cleanliness and sanitation of our physical offices. We will all **take responsibility** for our own impacts by the end of our work day.
- TEAMWORK –** We are all on this team together. We will always be either learning or teaching. We **will encourage initiative**. The phrase “this is not my job” should not be used. Once a decision is made, we will draw conclusions together, support it, and complete it.
- COMMUNICATION –** We will communicate effectively with each other. Asking **specific questions** to have a clear understanding is encouraged. We will use our technical resources as an effective method of communication to convey data accuracy, schedules, and clear understanding. We do not assume anything but, seek ideas from everyone. No idea, thought, information, or concept is of value until it is shared with those who need to know. When we disagree with one another, we do so specifically and constructively. We are professional, calm and confident.
- QUALITY SERVICE –** Quality of Service is a mindset to consistently exceed expectations. We will take pride in our work. We will have a smile in our voices and be open, transparent, and engaging. We will be reliable and dependable and ensure that **we follow-through with all commitments**. We will be the best we can be so that members and customers will recognize our quality of service and tell their friends and associates about it; they will stay connected to our organization longer. Exceeding expectations helps us feel better about who we are and what we are doing.
- ACCOUNTABILITY –** We believe being held accountable for our areas of responsibility will help us grow individually and as a team. We will each be accountable for always following the Team Promises. We **will be held accountable** to one another, as a team, and individually to reach our goals.
- THE JOURNEY –** We pledge to enjoy our time here. We do not have just a job, but an opportunity to grow personally and professionally. We will enjoy the company of our staff team, our members and our community. We will serve our members and the community to the best of our ability, and feel good at the end of the day for having improved the lives of our members and the lives of those in our community.

Team Member Commitments made on November 25, 2014