Service Guidelines

Customers cannot distinguish between you and PPD, nor should they. To your customer's way of thinking, you are PPD.

* Identify yourself and your purpose, whether on the phone or in person.
* Be prepared with all the materials or information you will need.
* Take an extra minute to make sure you understand what the customer needs.

* Communicate clearly.
* Show confidence and accept responsibility to solve the customer's problem.
* Maintain a positive attitude, no matter what happens to you today.
* Focus on what you can do, not what you cannot do.
* Never promise what you can’t deliver. Be realistic.
* Give the customer a choice when possible.
* If a customer has to wait, explain why and keep them informed.
* Double check anything that doesn’t make sense or seem right.
* Put yourself in the customer’s shoes.
* Be patient regardless of how the customer treats you.
* Give the customer more than what they expect to get.
* Thank the customer.

Dress Code for Uniformed Employees
(For operational, public contact employees)

For Men:
Button Shirt and Pants
Polos Shirt and Pants
Shorts* designated personnel only

For Women:
Smock and Pants
Button/Polo Shirt and Pants
One-Piece Dress
Shorts* designated personnel only

Uniforms should be clean, in good condition, and may not be altered. Hats should be worn facing forward only, and sunglasses should not be worn indoors. Golf shirts and smocks may be left untucked but all other shirts must be tucked. Certain designated personnel are required to wear safety shoes.

Appropriate dress for Associate Directors, Assistant Directors and their office supervisors includes a shirt with dress pants for men and equivalent attire for women. During appropriate times men are expected to wear a tie and suit and equivalent attire for women. Appropriate dress for all other employees who are not expected to wear a uniform includes dress pants with a collared shirt for men and equivalent attire for women. Fridays are considered casual, and non-uniformed employees may wear clean jeans and sneakers.
Professional Behavior

Do:
* Consider the customer first
* Drive on roads
* Use appropriate voice volume
* Solve problems/get help
* Communicate professionally
* Treat people with respect

Don’t:
* Argue
* Drive on grass
* Shout
* Leave the customer helpless
* Curse or use gestures that are inappropriate
* Leer or treat customers rudely

PPD Management reserves the right to make exceptions and changes to the policies described here based on appropriate circumstances.

If you have any questions or concerns, please feel free to contact PPD Human Resources at (352) 392-2333.

Standards and Expectations for Professional Dress and Behavior

Physical Plant Division
University of Florida