

# Professionalism & Customer Service

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## 8 Characteristics of Professionalism

### 1. COMPETENCE

- \*You get the Job Done — and Done Well
- \*Abilities Match the Requirements of the Job
- \*Results Exceed Expectations

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## 8 Characteristics of Professionalism

### 2. KNOWLEDGE

- \*Detailed, Up-To-Date, Specialized
- \*Master Your Role
- \*Keep adding to What You Know
- \*Show What You Know

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# 8 Characteristics of Professionalism

## 3. CONSCIENTIOUSNESS

- \*Being Reliable with High Standards
- \*Caring About ALL Aspects of Job
- \*Accountable for Thoughts, Words & Actions

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# 8 Characteristics of Professionalism

## 4. INTEGRITY

- \*True to Your Word
- \*NO Compromise
- \*Beliefs & Behaviors are Aligned

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# 8 Characteristics of Professionalism

## 5. RESPECT

- \*Role Model for Politeness & Good Manners
- \*Considering Other's Needs & Rights

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# 8 Characteristics of Professionalism

## 6. EMOTIONAL INTELLIGENCE

- \*Manage Your Emotions
- \*Awareness of Other People's Feelings

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# 8 Characteristics of Professionalism

## 7. APPROPRIATENESS

- \*Knowing What is Appropriate in Various Situations – Boosts Credibility
- \*Outward Appearance, Body Language, Discussion Topics, Behavior

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# 8 Characteristics of Professionalism

## 8. CONFIDENCE

- \*Reassures & Motivates You & Others
- \*Pushes You to Take on New Challenges

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**Let's Play:  
ARE  
YOU  
A  
PROFESSIONAL???**

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**Skills are on Target?  
Need some Improvement?**

CHOOSE:  
1-ALWAYS 2-SOMETIMES 3-NEVER

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**1. I get to work on time. If I  
am going to be late, I call  
and let my boss know.**

1-Always  
2-Sometimes  
3-Never

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**2. I rarely miss work. If I am going to miss, I let my boss know ahead of time (or call if I am sick).**

- 1-Always
- 2-Sometimes
- 3-Never

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**3. I work as hard as I can.**

- 1-Always
- 2-Sometimes
- 3-Never

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**4. I pay close attention to my work.**

- 1-Always
- 2-Sometimes
- 3-Never

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5. I do my work as I am told.  
If I have questions, I ask my  
supervisor or co-workers.

- 1-Always
- 2-Sometimes
- 3-Never

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6. I am friendly on the job.

- 1-Always
- 2-Sometimes
- 3-Never

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7. I try to solve problems  
that come up.

- 1-Always
- 2-Sometimes
- 3-Never

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**8. I follow safety and organizational rules.**

- 1-Always
- 2-Sometimes
- 3-Never

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**9. I use materials and equipment properly.**

- 1-Always
- 2-Sometimes
- 3-Never

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**10. I behave professionally.**

- 1-Always
- 2-Sometimes
- 3-Never

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## How did you do?

10-16 You Got This!  
17-23 Time to Step it Up  
24-30 This has Got You!

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## Choose to be PROFESSIONAL!

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## The *Incredible* Power of:

C \_\_\_\_\_  
H \_\_\_\_\_  
O \_\_\_\_\_  
I \_\_\_\_\_  
C \_\_\_\_\_  
E \_\_\_\_\_

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