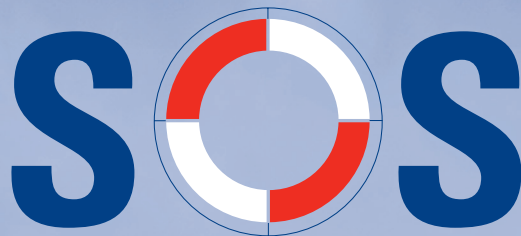


# MONTGOMERY COLLEGE

## CENTRAL SERVICES CREED



Service • Outreach • Support

## OUR PLEDGE

*Promote a welcoming, supportive environment that empowers students and colleagues through superior service, outreach, and support*

### SERVICE

*We pledge to...*

*Maintain a professional and courteous attitude at all times.*

***Deliver seamless service*** across departments and campuses.

*Know our duties and our unit's services.*

***Be responsive*** to all requests.

*Provide accurate information.*

*Follow up and follow through.*

*Take pride in the service we provide.*

***Exceed expectations.***

### OUTREACH

*We pledge to...*

*Exemplify Montgomery College's mission, vision, and core values.*

*Demonstrate service leadership.*

***Get involved***, get to know others, and cultivate relationships with colleagues.

*Develop collaborative solutions.*

***Embrace our diversity*** and treat others with respect.

*Inspire, recognize, and celebrate service excellence collegewide.*

***Make a positive difference.***

### SUPPORT

*We pledge to...*

*Take the initiative to resolve issues.*

*Take ownership of challenges.*

***Foster creativity*** and innovation.

*Be flexible and willing to help others.*

*Develop our talents and **empower others** to do so.*

*Encourage decision making at all levels.*

*Be mindful of the College calendar when scheduling deadlines and events.*

*Be team players and **have fun**.*

Adopted August 2011

[www.montgomerycollege.edu/sos](http://www.montgomerycollege.edu/sos)