

# Build a Bridge

Defining “Excellence in Customer Service” By:  
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# What is the purpose of a bridge?

Definition







Which would you not want to cross?



# Why do we build bridges

- Get from one point to another
- Connect two areas
- Ease of transit
  
- There is a “NEED”

The image features a background of numerous thin, vertical, light blue lines of varying lengths and positions, creating a textured, rain-like effect. A solid teal horizontal band spans the width of the image, positioned in the lower half. The text 'Building you bridge' is centered within this teal band.

**Building you bridge**

- Does it fit the purpose?
- Does it fit the need?
  
- Is there more than purpose and need?





before

# Why do we go above what is needed?

- “to provide exceptional or excellent customer service”
- How?
- “The difference between ordinary and **extra**ordinary is that little extra”, Jimmy Johnson
- So what does it mean?



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# Excellent Customer Service

Building Bridges

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- We can all do our part to build bridges. A smile, a high five, a pat on the back or just lending someone an ear. These are all elements to your bridge that come together and connect us all.
- Structure is our internal city and departmental structure
- Purpose is the need of community

# Four Dimensions of Leadership



- Heart
- Soul
- Mind
- Strength
- Problem Solving Ability
- Personality
- Core Beliefs and Values
- Awareness of Self and Others

“work hard, play hard”

- TAAF/TRAPS embodies these traits
- Career-minded people who want what is best for the community as a whole
- All elements of the structure are just as important as the next. No one department can be successful without the others.
- Everyone has to have a buy in. Something to contribute and something to gain in order to build strong bridges.
- Build bridges for your family, community, and for our future.

Excellence In  
Customer  
Service

- So, go build a bridge
- To Carry
- To Lead
- To Support
- To Connect
  
- This is excellence in customer service; now provide a bridge to your community.



Questions?

