

VALUES & BEHAVIOURS

SPORT, EXERCISE & HEALTH

These core values and behaviours have been created by SEH staff as an evolution of our staff charter.

They enable us to focus on delivering excellent customer service whilst also providing support to our fellow colleagues where needed.

B: WELCOMING

1. Acknowledge the customer/colleague
2. Greet with a smile
3. Demonstrate open body language

B: A ROLE MODEL

1. Dress appropriately
2. Demonstrate appropriate behaviour
3. Demonstrate inclusivity

B: SUPPORTIVE

1. Ask questions and listen to establish a rapport
 2. Identify the needs of the customer/colleague
 3. Provide a direct or indirect solution
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