7 Tips From Serial WOW Honorees
Repeat WOW nominees share what it takes to deliver top-notch service.

Start With Respect
My philosophy is simple: I just try to treat others the way I would like to be treated. Treating others with respect goes a long way. — Cindy Pokrywa, Student Records

Listen More
Taking the time to listen goes a long way in building relationships. It can also help you find the right resolution more quickly. — Son Nguyen, Information Technology

Do The Little Things
No task is too small to make a difference. Whether it’s simply picking up a piece of litter or offering directions to someone who is lost, every opportunity to go the extra mile impacts our community positively. — Cory Baden, Financial Aid

Keep Things Professional and Personal
I try to stay honest and empathetic with others, treating our interactions not only professionally but personally as well. As I get to know them, it gives me added incentive to provide them with excellent service. — Travis Ray, Information Technology

Learn What Your Co-Workers Are Working On
A large part of the battle is knowing what your colleagues are doing for the Rollins community in their own pursuit of Service Excellence. When you’re working to solve a problem, it makes it more personal when you know that once you resolve it your colleagues can then continue to work on what they are supposed to be doing. — Son Nguyen, Information Technology

Look at the Positive
People by nature look for the negative. Let’s turn the tables by looking at the positive. Providing great service and recognizing great service is infectious. — Luis Villafuerte, Facilities Management

Seek Out Improvements
I’m always looking for opportunities to improve upon an existing practice. While change can be difficult, it can pay dividends in the level of service you offer. — Cory Baden, Financial Aid