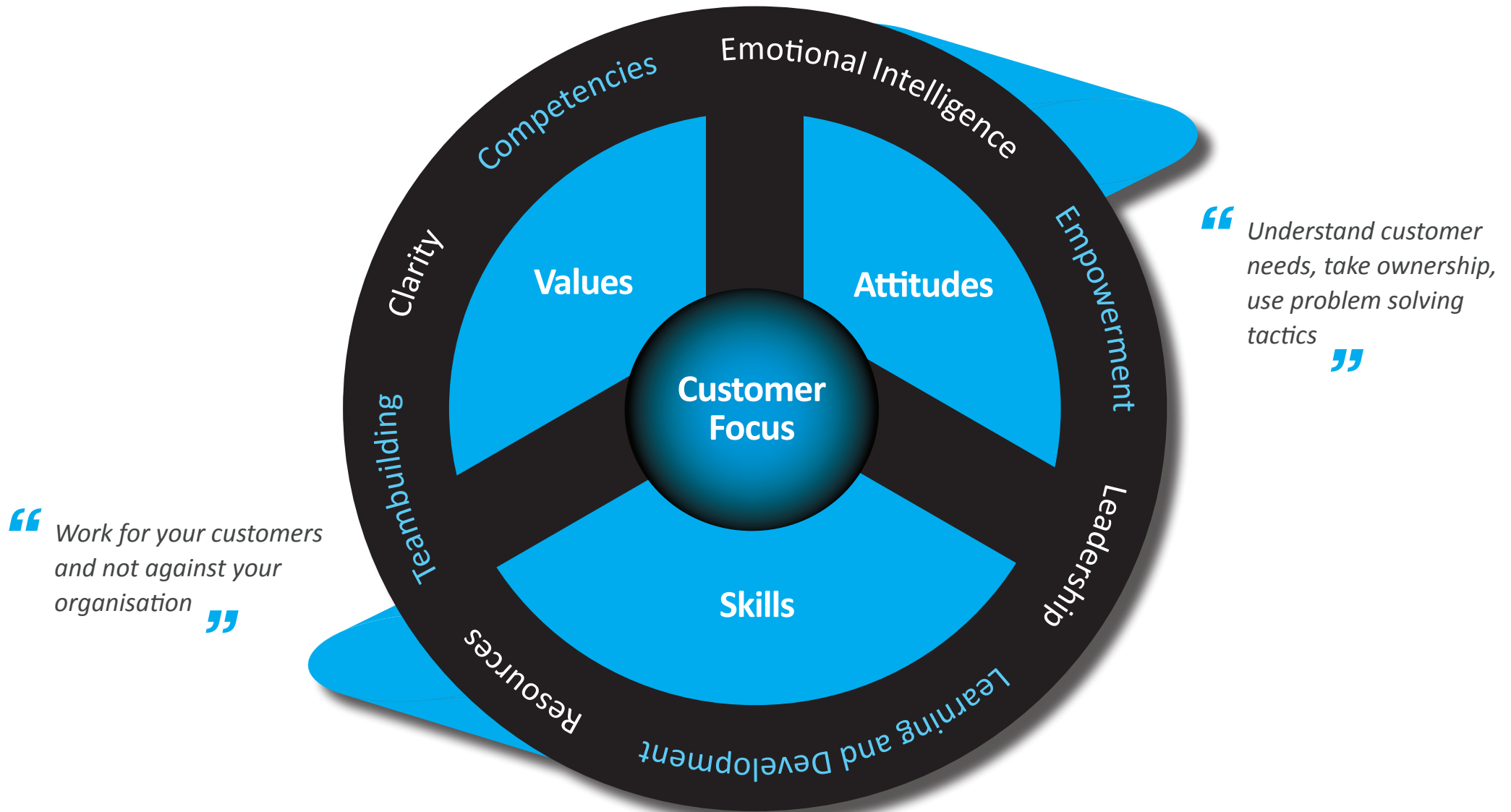
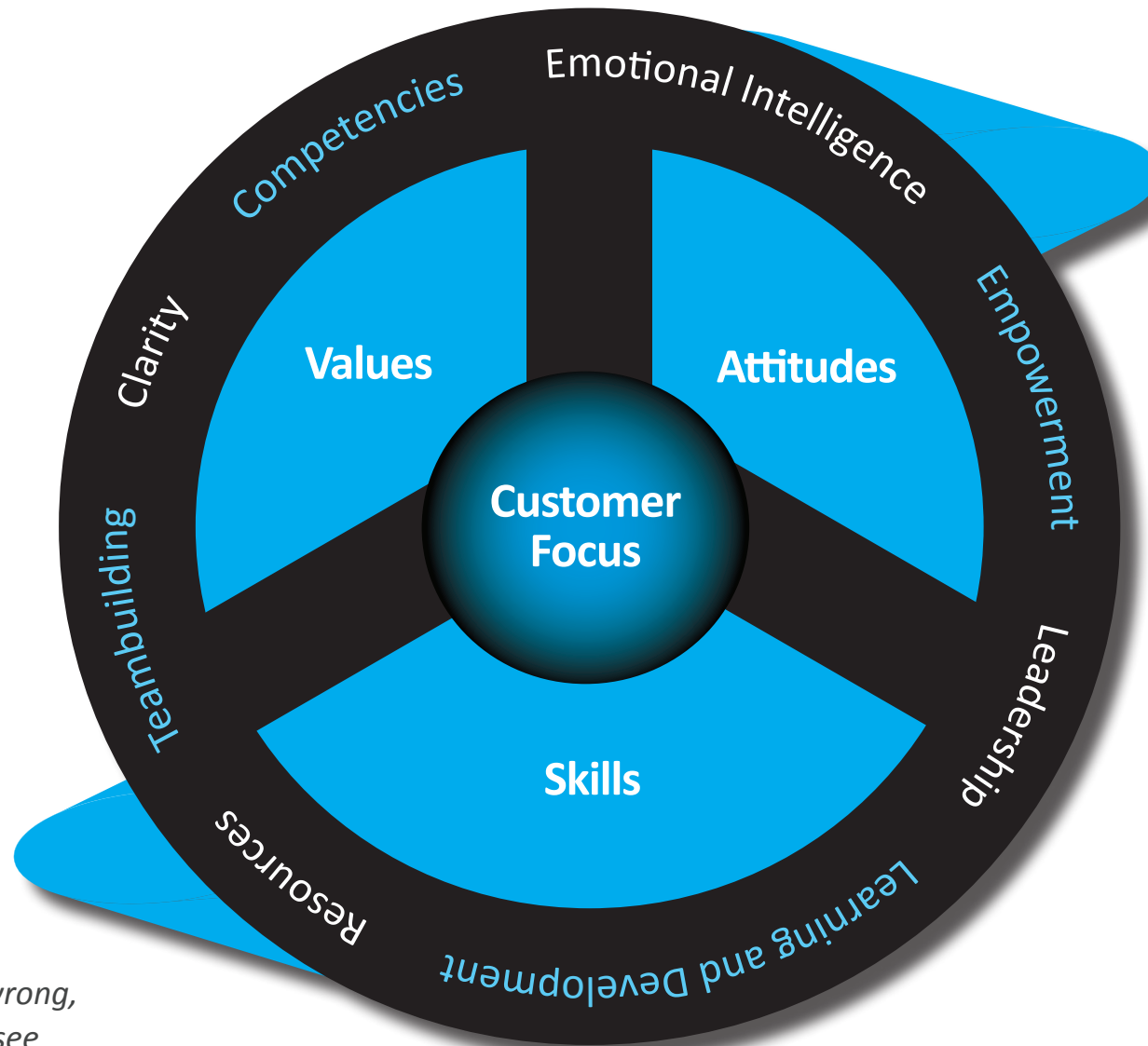


## Clarity - building a world-class service team and organisation



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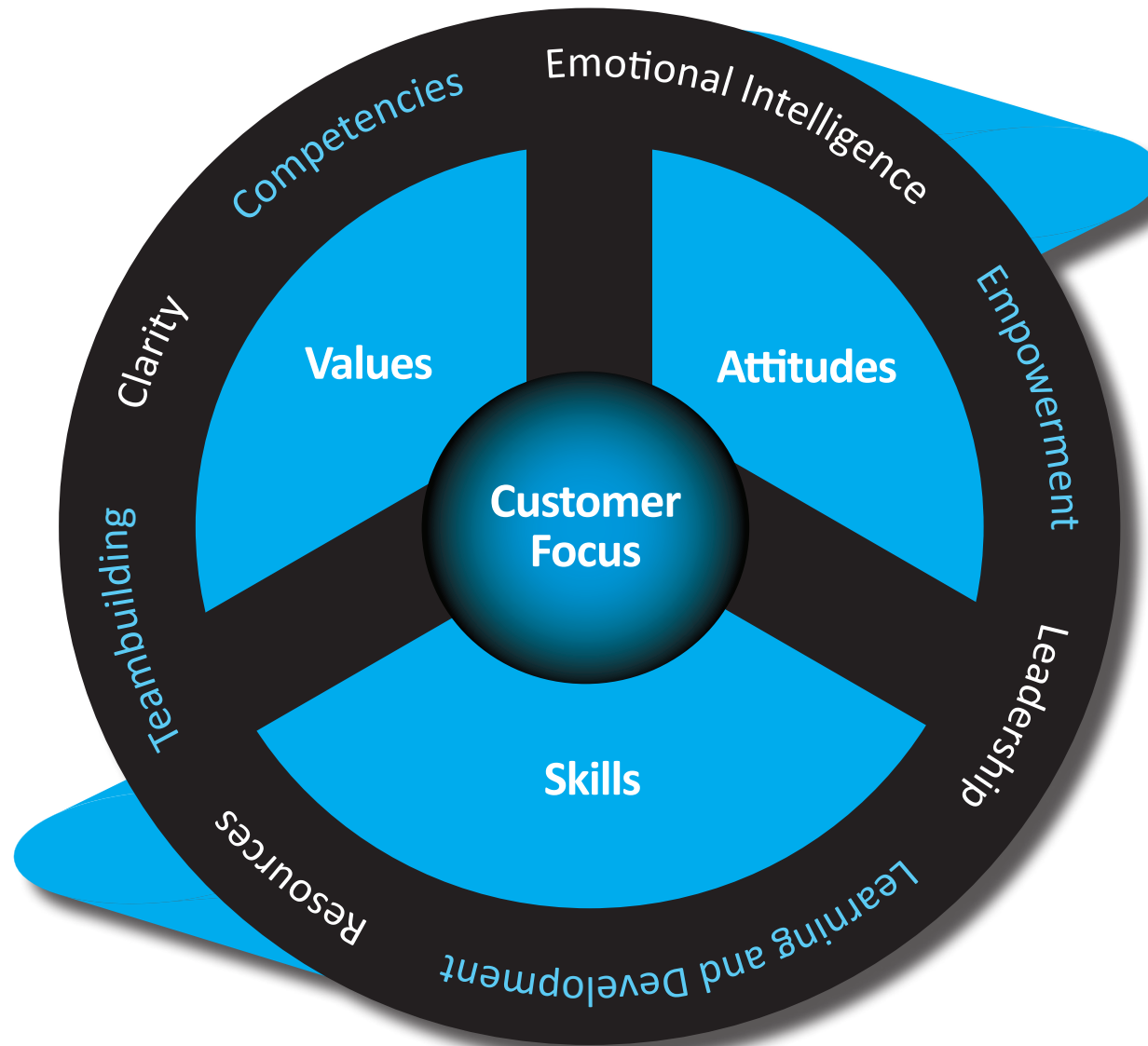


**“** We want to, we know  
how to, we can do **”**

**“** When things go wrong,  
customers get to see  
your true value **”**

## Clarity - building a world-class service team and organisation

- Accurate
- Accountable
- Adaptable
- Assertive
- Attentive
- Calm
- Confident
- Creative
- Efficient
- Focused
- Interested
- On time



- Positive
- Presentable
- Proactive
- Reliable
- Resourceful
- Responsible
- Respectful
- Thorough
- Trustworthy
- Understanding
- Warm
- Willing