

YOU ARE SEEN.

SEE • WELCOME • CLARIFY • OWN



01

SEE

Look up. Make eye contact. Offer a genuine smile.

SAY IT LIKE THIS

Your attention says: I see you. I'll be right with you.

02

WELCOME

Acknowledge every person immediately.

SAY IT LIKE THIS

Good morning. Welcome to Office Edge.

03

CLARIFY

Listen fully and confirm what they need.

SAY IT LIKE THIS

How may I assist you today?

04

OWN

Give a clear next step and stay responsible.

SAY IT LIKE THIS

I'll contact Jordan and let them know you've arrived. Please make yourself comfortable.

EQUAL RESPECT • INDIVIDUAL CARE

EVERY PERSON • EVERY TIME
OFFICE EDGE ACADEMY