



THE REBEL WAY

“I represent UNLV and I pledge to follow The REBEL Way.”

We believe that we provide excellent service to our constituency. This is an effort to codify standards for the 7th floor. Standards help to define what our constituents and colleagues can expect from us, as well as establish our responsibilities and goals. It's important to give our constituents and colleagues a positive experience so they choose UNLV and they know that we care.

R—Responsive

- Acknowledge receipt of emails/voice mails within one business day of receiving them.
- Develop a general understanding about UNLV and its major initiatives.
- When transferring call, provide the caller with the number in case s/he is disconnected.
- If you do not have an immediate response, inform the requestor that you will need to find the answer and follow up in a timely manner.

E—Empathetic

- Listen carefully.
- Use a friendly tone and smile.
- Treat everyone with respect.
- Ask “How may I help you?”
- Thank people when they help you.

B—Be professional

- Answer the phone by citing your name and department.
- Wear appropriate business attire.
- Ensure your email signature block contains your contact information.
- Proof correspondence before sending.
- Use out-of-office notifications on both email and voicemail when away from the office for one business day or longer, and provide point of contact for urgent matters.

E—Exhaustive

- Email information when individuals are unable to find it on-line.
- Provide updates to the requestor on the progress of response as needed.
- Find answers, even when the issue does not directly relate to your office.
- Be accurate in your response.

L—Leaders

- Look for a solution rather than looking for someone to blame.
- Be open and honest when replying to questions or concerns. If you do not know an answer or are not at liberty to give a response, inform the requestor and either assist them in connecting with the appropriate person/office or find the information and respond directly.
- Demonstrate integrity by adhering to NSHE and UNLV policies and procedures, and state and federal law. Explain promptly and politely if something does not adhere, and strive to find a solution to the best of your ability.
- Follow up to ensure that all needs have been met and if you can be of further assistance.
- Invite feedback.