



THE REBELS WAY

The REBELS Way is a set of UNLV's customer service standards meant to guide employees in their daily interactions with others. All University employees should demonstrate a commitment to the Rebels Way during the course of their daily campus communications.

R—Respect

We demonstrate courtesy and professionalism at all times in all situations. We do not differentiate service, but offer an experience that is equitable and fair.

E—Enthusiasm

We convey excitement in our approach to all. We are mindful of our body language and tone when engaging with everyone with whom we interact.

B—Bond

We treat everyone as valued assets. We take time to understand their needs and express genuine interest in them. We assume nothing and clarify assumptions in our service delivery.

E—Empathy

We demonstrate a caring attitude through our interactions with everyone.

L—Listen

We are actively and effectively engaged during all interactions.

S—Satisfaction

We are solution-oriented and aim to provide an exchange that exceeds expectations, leaving a lasting impression.