PRINCIPLES FOR PERFORMING EXCELLENCE – Please Sign

Please sign and initial that you understand the following principles for performing excellence, and that you will understand and will adhere to these principles during your internship with the City of Clearwater, Parks & Rec Dept.

______ **Safety First**: Public and employee safety is a primary concern of our organization. I shall comply with all established safety directives, standards, procedures, practices, rules and regulations.

______ **Excellent Customer Service**: Our goal is to exceed customer expectations in an extraordinary way. We are a service organization and customer service is paramount. I abide by the principles outlined in the division’s “Customer Service Skills Handbook”.

______ **Punctual and Productive**: I will be punctual, as well as attentive to assigned schedules, and while on duty my focus is: making good use of time, completing work assignments within established time frames, complying with directives, adhering to performance standards, providing active leadership, remaining attentive to duty and maintaining a high level of productivity and quality.

______ **Teamwork**: I shall be a team player by being honest, sharing knowledge & information, assisting one another in completing work, accepting decisions, treating one another in a courteous manner, being sensitive to perceptions and differing frames of reference, and seeking WIN/WIN solutions.

______ **Professionalism**: I shall function as a professional in appearance and conduct by adhering to dress codes, being a good ambassador for the City, respecting the management team, learning and growing, positive role modeling, complying with ethical guidelines, being receptive to constructive criticism and change, remaining flexible, and striving for efficiency, effectiveness and the best possible results.

______ **Procedural Correctness**: I understand the need for organizational rules, regulations, policies, procedures, supervisory/management directives and standards. I shall comply with those established within the Parks and Recreation Department and the City; as well as State and Federal laws and regulations.

______ **Respecting Difference**: I shall be sensitive to, and respectful of, cultural and individual differences within and outside of the workforce.

______ **Good Communication**: I realize that effective communication is essential to achieving organization and personal goals; thus I will do my part to first understand, then to be understood.

______ **Environmental Consciousness**: I shall be environmentally conscious, energy conservative and protective of our natural resources.

______ **Stewards of Resources**: I am a custodian of public funds, equipment, facilities and lands, and shall exercise due care and be an efficient manager of these resources.

______ **Quality**: I shall be focused on delivery of quality and products by: striving for zero mistakes, learning and growing from experience, evaluating, demonstrating thoroughness, conducting appropriate research, utilizing creativity, and being attentive to instructions and directions.

Print Name: ______________________________________________________________________________

Signature: ______________________________________ Date: ______________________________________