

ABRAHAM BALDWIN AGRICULTURAL COLLEGE
Partners in Excellence

VISION

ABAC is a student-centered learning community.

MISSION

To promote excellence in all areas of the campus and positive relationships among all constituents (internal and external) with special emphasis on recruitment and retention

GOALS

- Improve student and employee recruitment, retention and student graduation
- Promote educational opportunities that focus on excellence for faculty, staff, administrators and student employees
- Enhance and promote positive communication and professionalism with all constituents
- Build a campus atmosphere that encourages networking and sharing of ideas
- Empower each employee to be a decision-maker
- Create "good will ambassadors" of ABAC employees and students
- Encourage employees to model good behavior for our students
- Promote continual service improvement

OBJECTIVES

- Improve each employee's understanding of the nature, requirements and responsibilities of their individual work unit
- Increase the knowledge of basic service principles (faster, friendlier, easier)
- Develop skills to successfully handle the most common service issues and challenges
- Increase employee effectiveness through a better understanding of human behavior
- Improve employee knowledge of work standards
- Enhance employee knowledge of how ABAC functions and the resources available

KEY CONTENT AREAS

- Building a Service Culture
 - Teamwork and Team Performance
- Interpersonal Skills
- Communication
 - Polishing Daily Skills
 - Meeting Service Challenges
 - Avoiding Campus Run-Around
- Action Planning
- A Blueprint for Service Excellence