

We create value for our customers through consistent and easily-accessible service. We will:

- deliver quality products and services.
- build relationships – with communities, with our customers, and with each other.
- be kind and respectful to those we serve.
- conduct ourselves professionally.
- welcome and encourage feedback; we will communicate and listen.
- provide neat, professional and aesthetically pleasing facilities.
- take ownership of our actions.

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## PERMISSION SLIP

### Ask Yourself:

Is it good for the Soldier or Family?  
Is it legal, ethical and moral?

Is it something I am willing to be accountable for?  
If so, don't ask permission. You already have it.

**WE EMPOWER YOU!**



LTG Gabram, IMCOM COMMANDING GENERAL

## CHOOSE EXCELLENCE

- Cheerful greeting!
- Use positive communication!
- Show a positive image and attitude!
- Teamwork!
- Own your job!
- Make it up to the customer!
- Extra Mile!
- Remember to thank each customer!

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