

# Delivers for Customers both internal and external

A great Warburtons employee always goes the extra mile for their customer and the end consumer to deliver on time and to the highest standard. They are always looking for ways to build their understanding and identify the needs of internal and external customers. In order to deliver those needs, they will not compromise on standards. They remember what makes Warburtons a great business, but also seek to challenge and improve existing practices for the customer.

## Positive indicators:

- Always looking to build their understanding of internal and external customer needs
- Is polite, smart and helpful – thinks about the image of Warburtons
- Always looks to exceed expectations
- Puts the customer first in everything
- Does that bit extra, above and beyond, to ensure they deliver on time
- Is flexible in order to meet the needs of their customer

## Contrary indicators:

- Does not care about their internal and external customers or consumers – does not take the time to get to know them
- Has a 'not my problem' attitude
- Does not want to listen to the customer's problems
- Does not care about the Warburtons image
- Does not keep the customer informed when problems occur
- Gives poor quality work/service to their customer or the end consumer