



OHIO BOARD OF MOTOR VEHICLE REPAIR EMPLOYEE CUSTOMER SERVICE STANDARDS

- **MAINTAIN HONESTY AND INTEGRITY**
- **GIVE CUSTOMERS MORE THAN THEY EXPECT**
- **BE CREATIVE AND RESOURCEFUL**
- **BE RESPECTFUL AND PROFESSIONAL**
- **COMMUNICATE CLEARLY AND OPENLY**
- **BE EFFECTIVE AND EFFICIENT**
- **MAINTAIN SELF-DISCIPLINE**
- **NEVER LOSE SIGHT OF OUR MISSION**