### Care

Make everyone you come in contact with feel important.

#### Listen

Truly listen to the questions, concerns or information shared with you.

### Team Player

We get so much more accomplished when we work together.

## Customer Service the "TC Way"

## Respond

Answer every email or phone call in a timely manner. People appreciate hearing from you.

# Courtesy

Follow the Golden
Rule - Treat
EVERYONE the
way you want to
be treated.

### Patience

NEVER get angry. If a situation with someone becomes difficult, allow your supervisor to help.
Always remain positive!