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**COLLABORATIVE**

**ENGAGED**

**CREATIVE**

**EFFICIENT**

**INCLUSIVE**



**MISSION**

Texas Southern University is a student-centered comprehensive doctoral university committed to ensuring equality, offering innovative programs that are responsive to its urban setting, and transforming diverse students into lifelong learners, engaged citizens, and creative leaders in their local, national, and global communities.

**VISION**

Texas Southern University will become one of the nation’s pre-eminent comprehensive metropolitan universities.  We will be recognized by the excellence of our programs, the quality of our instruction, our innovative research, and our desire to be a contributing partner to our community, state, nation, and world.

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**FIVE SUPERVISORY PRACTICES   
THAT PROMOTE CUSTOMER SERVICE:**

**Tell people what they’re doing right**

That good feeling will get passed on to your customers.

**Help employees find solutions for customers**

Take the time to help employees work within policy to solve customer problems.

**Focus on people, rather than numbers**

When employees feel that you care about them, they’re far more motivated to care about your customers.

**Empower people to do their jobs**

Employees will feel that they have the responsibility – and the power – to solve customer problems themselves.

**Turn mistakes into opportunities for growth**

Dealing with mistakes privately is a perfect opportunity for individualized training.

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