



## **Team Picione Mission Statement**

### **We Are A Team Of Leaders**

Our team is a family. When one of us succeeds, we share in and celebrate that success. When one of us fails, we all take ownership of overcoming that failure. We set an example to be followed regardless of the difficulty because it is the right thing to do, not because we are told to do it. We are proactive, not reactive. We are inclusive, not exclusive. We take risks, make educated business decisions, and are not afraid of failure. We choose our attitudes carefully each day, and welcome adversity with optimism knowing we can learn and grow if we put in genuine effort. We ensure all voices are heard, and everyone feels valued.

### **We Put Our Customers First**

We understand that our customers want experiences that are memorable and exceed expectations. We recognize the importance of being available for our customers, commit to eliminate distractions, and ensure we are laser focused and fully engaged on every chat. We will put in the work that others won't to ensure fun and productive chats for every customer.

### **We Are Relentless & Passionate**

We are present each day, and come to work prepared to give our all. We hold ourselves accountable to standards that exceed what is expected of us, and have the courage to hold our peers accountable as well. We look for ways to improve ourselves daily, share our best practices with everyone, and show urgency regarding departmental and company goals because we are determined to do our part in making Verizon and Hilliard #1.

### **Our Goals**

1. Nationally Ranked #5 or Higher in Chat Each Month
2. 98.5% For Me; 96% Reliably; 4.8 ACPH; 1.5% UPC, 4.5% DPC
3. Cultivate a Fun, Trusting, High Performing Culture

### **Team Picione**

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