**Service Expectations for Con Edison Employees**

**Tutorial Worksheet**

Define a -1 service experience?

What impact does a -1 experience have on a Con Edison customer?

Define a +1 service experience?

What impact does a +1 experience have on a Con Edison customer?

Seven Universal Service Expectations:

1. Respect
2. Competence
3. Interest
4. Flexibility
5. Responsiveness (Problem Solving)
6. Recovery
7. Ease

What can you do in your role to create +1 experience for our customers?