

# The Chicago Commitment

## ...Feel Welcome.

### *When reporting to a job assignment:*

Make eye contact • Smile • Greet the customer and introduce yourself • Learn their name

## ...Know What to Expect.

### *Before starting work:*

Explain your role • Share your knowledge and your plan—ask questions • Ask for questions

## ...See Exceptional Performance.

### *While completing an assignment:*

Come prepared—The right tools for the right job • Work professionally; efficient, safe and courteous

## ...Not Be Involved In Jurisdictional Issues.

### *If someone is doing something you think is your work:*

Keep working • Do not make it the customer's problem • Quickly and quietly pass the issue to a supervisor or foreman

## ...Have Help Dealing With Unexpected Issues.

### *When the unexpected happens:*

Explain issues objectively • Explain your role and others who may be involved  
Only promise what can reasonably be done, but always try to over-deliver  
Learn more for the future

## ...Know That We Appreciate Them.

### *When finishing an assignment:*

Advise that the job is completed • Validate customer satisfaction • Convey appreciation for business—Thank you! • Invite them to participate in survey activities • Follow up with your supervisor on issues; learn from experience and look for ways to constantly improve

Our  
Customers  
Will...

- McCormick Place
- United Brotherhood of Carpenters and Joiners of America Local 10
- International Brotherhood of Electrical Workers Local 134
- Motion Picture Projectionists, Audio Visual Engineers & Computer Technicians Local 110, IATSE
- Machinery Movers, Riggers & Machinery Erectors Local 136
- IATSE Theatrical Stage Employees Union Local 2
- International Brotherhood of Teamsters Local 714
- United Steel Workers Local 17