

New England Low Vision and Blindness

The Credo

New England Low Vision and Blindness is a place where the genuine care and service of our clients is our highest mission. We pledge to provide the highest quality products and finest personal service for our clients. The New England Low Vision and Blindness experience fosters client independence, instills well-being, and aims to meet or exceed the expressed and unexpressed needs of our clients.

Motto

At New England Low Vision and Blindness, "We are Ladies and Gentlemen serving Ladies and Gentlemen."
This motto exemplifies the anticipatory service provided by all team members.

Eight Steps Of Gold Standard Service

1. Show up when you say you will show up.
2. Use a warm and sincere greeting. Use the client name whenever possible.
3. Ask clarifying questions and actively listen to the client needs.
4. Do what you say you will do.
5. Anticipate and fulfill each client needs.
6. Finish what you start.
7. Say 'Please' and 'Thank You.'
8. Give a warm and fond farewell.

Service Values: I Am Proud To Be NELV&B

1. I build strong relationships and create NELV&B clients for life.
2. I am always responsive to the expressed and unexpressed wishes and needs of our clients and supplier partners.
3. I am empowered to ensure positive, engaging, and personal experiences for our clients.
4. I continuously seek opportunities to innovate and improve The NELV&B experience.
5. I own and immediately work to resolve client and supplier partner problems and concerns.
6. I create a work environment of teamwork and lateral service so that the needs of our clients and each other are met.
7. I have the opportunity to continuously learn and grow.
8. I am involved in the planning of the work that affects me.
9. I am proud of my professional appearance, language, and behavior.
10. I protect the privacy and security of our clients, my fellow employees and the company's confidential information and assets.
11. I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.

The Employee Promise

At New England Low Vision and Blindness, our employees are our most important resource in our service commitment to our clients. By applying the principles of trust, honesty, respect, integrity, and commitment, we nurture and maximize talent to the benefit of each individual and the company. New England Low Vision and Blindness fosters a work environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and the organizational brand is strengthened.