









# WHAT IS NEXT LEVEL, QUALITY SERVICE?

- It's all about the details – paying attention to those details that might not seem obvious.
- Do 1% more!









# VOLUNTEEROLOGY

Every volunteer is a **VIP** – very individual person.

**Knowing your volunteer (demographics):  
WHO THEY ARE**

**Understanding your volunteers  
(psychographics):  
WHAT THEY EXPECT**

*It's not just knowing what you need to know,  
but what you might want to know.*





# HOW DO YOU EXCEED EXPECTATIONS AND INSPIRE HAPPINESS?

- Provide things volunteers may need or want before they even recognize the need or want.
- Identify what is already in place and brainstorm solutions to exceed expectations.





# QUALITY STANDARDS ARE ESSENTIAL FOR AN UNFORGETTABLE VOLUNTEER EXPERIENCE!

What are quality standards? The operating priorities that ensure the consistent delivery of next level service.

- They ensure consistency and effectiveness in meeting your goals and objectives.
- They help to create a safe and supportive environment for volunteers, which can enhance their experience.





# GUIDELINES FOR DEVELOPING QUALITY STANDARDS: GIVE YOUR TEAM THE ABILITY TO BE STARS IN ANY SITUATION!

- **IDENTIFY** and determine your quality standards
- **DEFINE** each quality standard
- **PRIORITIZE** each quality standard
- **COMMUNICATE** your quality standards





**“YOU DON’T  
BUILD IT FOR  
YOURSELF, YOU  
KNOW WHAT THE  
PEOPLE WANT  
AND YOU BUILD  
IT FOR THEM.”**

**- Walt Disney**

