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## Xcel – Values & Behaviours

Many organisations have values. Values are the way in which an organisation operates culturally. In others words, what it feels like to work in the organisation and also the experience received by the community we serve.

It's really important to understand what values are really about and therefore we have defined a series of behaviours to underpin each value i.e. what it looks like in practice. Many of you will already be demonstrating these kinds of behaviours, so be encouraged when you look at them. We will be using these values to help us create development plans for the teams, and in how we recruit in the future.

### 1. Respect

*Showing care and integrity in how we interact with others*

- Allowing others to have input on ideas
- Being prepared to listen to others
- Being courteous and polite to customers and colleagues alike
- Show loyalty to colleagues – do not bad mouth them
- Being prepared to tackle difficult issues with colleagues when there is a problem, in the appropriate way
- Handle tough conversations with dignity and care
- Show genuine interest in others welfare

### 2. Customer Focus

*A desire to be aware of and act on customers' needs*

- Demonstrating a warm and welcoming attitude to customers
  - Taking action to be aware of customer needs
  - Keeps up to date with products and pricing structure within the business that might be of help to the customer, e.g. understanding of bowling system, menu options
  - Listen carefully to customer requirements
  - Acts with patience in difficult customer situations
  - Dealing with problems from customers in an efficient way with politeness and care
  - Help to ensure that any actions take customer needs into account
- Be aware and apply all regulations to ensure safety of customers, e.g. fire regulations, Health and Safety, Safeguarding for children and vulnerable adults.



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### 3. Working with Excellence

*Working with professionalism and working at setting and maintaining of standards*

- Applying a positive attitude in all circumstances
- Being aware of workplace standards that need to be followed and applying them at all times.
- Working efficiency, using “quiet times” to best effect and helping colleagues to do so
- In a leadership role, provides clear guidance and direction, applying business objectives
- Identifying areas for improvement and escalating them to the line manager
- Sets high personal work standards and delivers high quality work, which is complete and accurate
- Deals appropriately with situations where standards are not being met
- Provides well thought out potential solutions in challenging situations and difficulties
- Understands levels of authority and ensures these are communicated and included in all processes and procedures

### 4. Achieving Results

*Be aware of & working towards positive results for the benefit of the organisation*

- Demonstrating an ability to weigh up business need against customer requirement
- Being aware of working towards set timeframes.
- Being prepared to commit, saying you will do something and following through
- Focusing on best outcome for business whilst being aware of customer needs
- Adding value in customer transactions, but not at the expense of customer need
- Using time and resource efficiently
- Being punctual at all times
- Highlighting areas for continuous improvement in a solution focused way



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## 5. Emotional Awareness

*Be conscious of how self & others might be feeling or what they may be thinking*

- Acting with assertiveness
- Being aware of others strengths and weakness and responding accordingly
- Being able to appreciate how others might be feeling – observing body language
- Responding appropriately to others emotional state, both customers and colleagues
- Considering of how to interact with customers and colleagues, depending on the situation
- Develops self-awareness so any emotional responses can be managed appropriately

## 6. Commitment to Xcel Team Culture

*Understanding and contributing to the vision, culture and values of the organisation*

- Applying the organisation's code of conduct at all times, being aware that you represent the organisation even when not at work (e.g. when using social networks)
- Always talking up and being positive about the organisation, at work and out of work, and tackling colleagues in an appropriate way, if they don't.
- Makes a positive contribution to the Xcel culture and behaviours
- Adds value to making the vision happen by contribution of ideas
- Upholds decisions made by the organisation even if in conflict with own thoughts
- Helps others to understand what the culture is all about
- Actively promotes Xcel internally and externally
- Acts as a role model to live out the values of the organisation



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