



Grand Prairie
— T E X A S —

WORLD CLASS WISDOM



WORLD CLASS
WISDOM

OUR SECRETS TO SUCCESS...

World Class Wisdom

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Photos taken by residents and
city employees

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The term Raving Fans is from the book
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by Ken Blanchard

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www.gptx.org



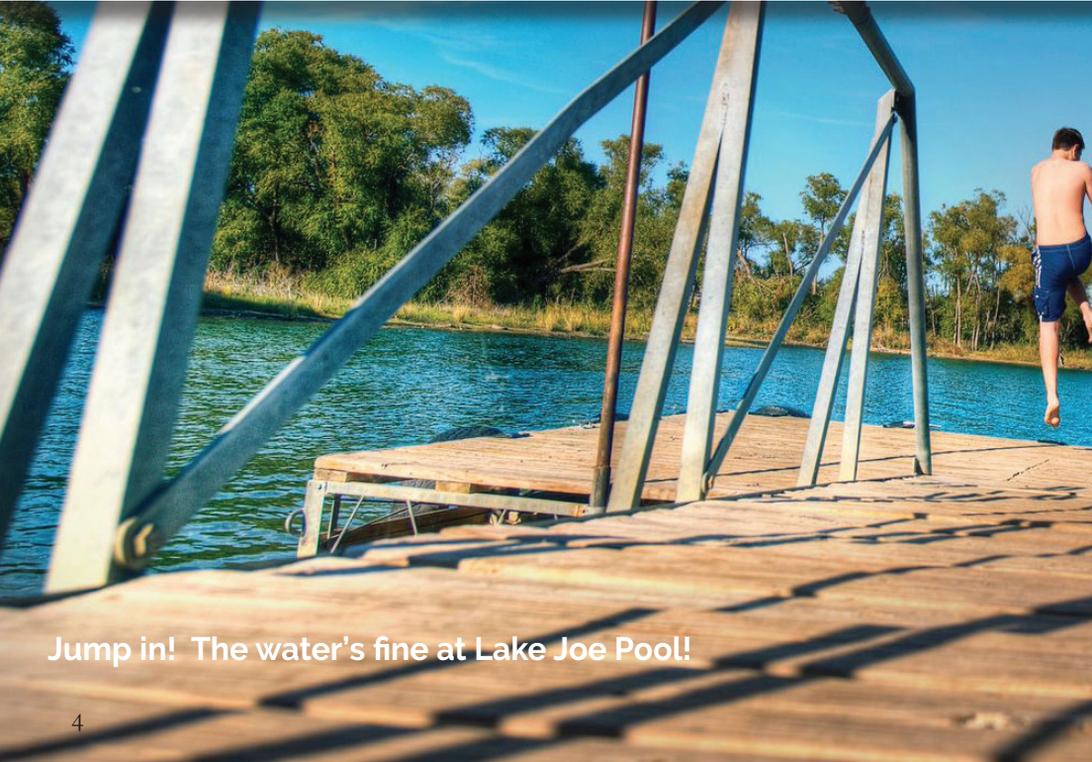


Employees enjoy an ice cream social

Live Life Grand...

More than 190,000 residents call Grand Prairie home. Grand Prairie is the 7th largest city in DFW, the 15th largest in Texas and the 125th largest in the nation. Smack dab between Dallas and Fort Worth, thousands of businesses find Grand Prairie the perfect home, too.

Tourism is also big business in Grand Prairie. More than six million visitors a year frequent Epic Waters Indoor Water Park, IKEA, Grand Prairie Premium Outlet Mall, Living Spaces, Lone Star Park, the Theatre at Grand Prairie, AirHogs Ballpark, Palace of Wax, Ripley's Believe It Or



Jump in! The water's fine at Lake Joe Pool!

Notl, Lake Joe Pool, Traders Village, Tangle Ridge and Prairie Lakes golf courses, and Alliance Skate Park. And opening early 2020, Main Event.

With 60 parks, a ¼ cent sales tax is creating world class parks facilities throughout town. In fact, our parks system is a two-time Gold Medal winner, signifying best parks in nation. Voters also approved a ¼ cent sales tax for street improvements, keeping the drive all smooth ahead.

Grand Prairie...great people.

Character is doing what's right when nobody's looking.

- JC Watts Jr.





Play fully in a two-time Gold Medal Best Parks in Nation parks system

Others are Noticing How We Live Life Grand.

2018-2019 Accolades Include:

- #1 Best Place to Retire in America,
www.self-made.io
- #1 Farmers Market in Texas, American
Farmland Trust
- #2 Happiest City in Texas, #7 Happiest in
U.S., WalletHub.com
- #5 Best City for First-Time Homebuyers in
Texas, WalletHub.com
- #5 Easiest Place to Sell a Home in Texas,
Dallas Business Journal
- #10 Best City in Texas for Living the American
Dream, #19 in U.S., Smartasset.com
- #11 Best City for Hispanic Entrepreneurs in
U.S., WalletHub.com
- #9 Best Place to Retire in U.S.,
Moneywise.com
- Top 8 Downtowns Poised for Greatness,
D Magazine



Our Customers:

- The citizens
- Our visitors
- Our businesses
- Each other



Be more concerned with your character than your reputation. Your character is who you really are. Your reputation is merely who others think you are.

- Unknown

Our Mission

is to create raving fans by delivering world class service.

Our Vision

is to be a world class organization.



Our mission and vision are bold! We have to back them up with action. Grand Prairie will be a city where people want to live, work and visit. We will be a city people talk about because of our:

- High quality of life
- Extreme commitment to world class service
- Diversity, inclusiveness
- Commitment to public safety
- Commitment to our environment
- Values
- Programs
- Attractions
- Facilities
- City staff
- Innovative actions



To Reach Our Vision...

of being a world class city will take the collective efforts of each and every member of our employee family and our elected officials, constantly living our values, aggressively moving toward our vision, creating raving fans at every opportunity, and always looking for ways to make the business of running a city better.



We will always be transparent and do our jobs with the greatest integrity. We will be an organization known as one that cares and makes a difference. Together we can accomplish our vision. We will leave the city a better place by our having been here.

A journey of a thousand miles begins with a single step.

- Chinese Proverb





World Class Organization

- Attention to details
- Value driven
- Consistent
- Team oriented
- Professional
- Esprit de corps
- WOW factors
- Customer focused
- Innovative
- Caring

***We are what we repeatedly do.
Excellence is not an act, but a habit.***

- Aristotle

Our Values:

Service

People

Integrity

**We teach these values,
live by them,
make decisions by them,
and expect them.**

*It is never too late to be
who you might have been.*

- George Elliott







A photograph of two construction workers in safety gear (hard hats, high-visibility vests, and gloves) working on a concrete slab. One worker is using a blue-handled tool to guide the pouring of concrete. The background shows a residential street with houses and parked cars.

We Value Service

- Aggressively friendly
- Prompt with follow-up
- Consistent
- Effective and efficient
- Intuitive
- Caring and concerned
- Giving more than expected
- Empowered
- Communicate with customer
- Exceed expectations

I never had a policy; I have just tried to do my very best each and every day.

- Abraham Lincoln





We Value People

- Customers
- Employee family
- Teamwork
- Diversity, inclusiveness
- New ideas
- Keeping an open mind
- Excellence
- Professionalism
- Initiative
- Respect
- Pride in our work

Ask to be changed in ways you have yet to imagine.

- Unknown



GRAND PRAIRIE

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FIRE RESCUE



GRAND PRAIRIE

We Value Integrity

- Do the right thing, at the right time for the right reasons
- Be honest, fair, impartial
- Avoid conflict of interest
- Honor commitments
- Be dependable
- Treat all with dignity, tolerance and understanding
- Keep the public trust

If you have integrity, nothing else matters. If you don't have integrity, nothing else matters.

- Alan Simpson



THE
SUMMIT
GRAND PRAIRIE PARKS, ARTS & RECREATION

RoadID
It's Not 2.0.
26
RoadID.com
EVENT



Why We're Here:

To create raving fans.

We're here to provide the highest and best service to our residents, businesses and visitors. Our work improves quality of life, builds pride and makes Grand Prairie more desirable as a safe place to live, work and visit.

Laugh every day. It is like inner jogging.

- Unknown



A man in a patterned shirt is seen from behind, serving a tomato to a customer. The background is a busy market stall with various produce and people. The text is overlaid on the right side of the image.

Our Business is Service

Our Job is What We are Hired to Do

A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to serve him.

- Mahatma Gandhi



Main Street
Fest lights up
downtown
annually



We create Raving Fans
by delivering service that is so great,
people talk about it.



There are no traffic jams along the extra mile.

- Roger Staubach





How We Create Raving Fans

By delivering world class service
in big and small ways.

*Here is a simple but powerful rule: always give people
more than what they expect to get.*

- Nelson Boswell

How We Create Raving Fans

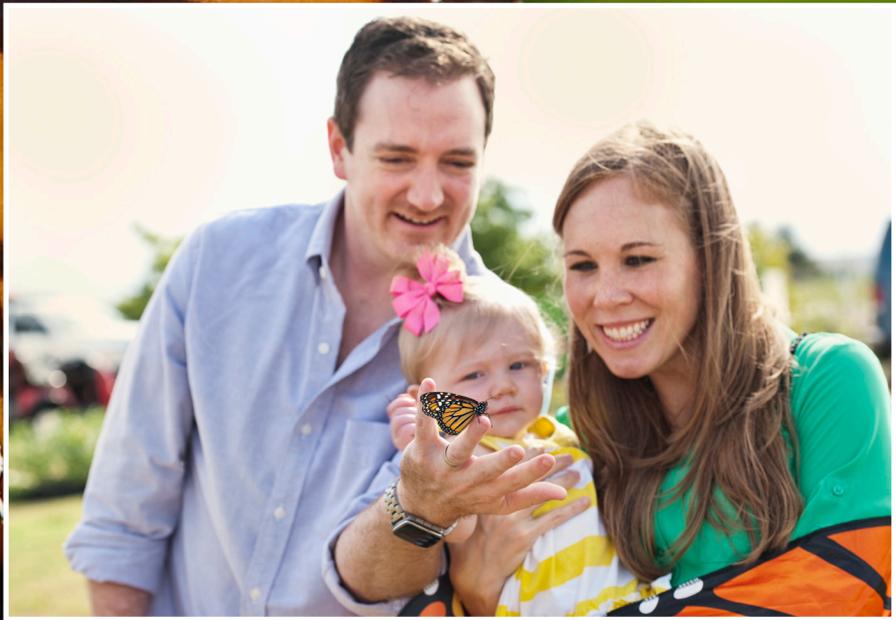
Every contact with a customer is a chance to make a Raving Fan.

- Be aggressively friendly.
- Be intuitive.
- Be professional.
- Be caring.
- Be innovative.
- Be detailed.
- Be timely.
- Be consistent.
- Be empowered.
- Enjoy your work.

To find joy in work is to discover the fountain of youth.

- Pearl S. Buck





Be Aggressively Friendly

- Deliver with a great attitude.
- Always give people more than they expect to get.
- Go out of your way to have positive contact with our customers.

Be kind to all creatures and this world will be a happier place.

- CA Morley





Prairie Paws found me a forever home!



Grand Prairie libraries offer fun and educational programs for all ages.



Be Intuitive

- Hear what is not being asked.
- Deliver the service and information our customers need to know and not just what they ask.

Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves.

- Steve Jobs

Be Professional

- Be knowledgeable.
- Create confidence.
- Learn every day.
- Be respectful.
- Be honest.

*The more I learn, the more I realize
I don't know.*

- Albert Einstein







Be Caring

- Treat others as you would like to be treated.
- Be personal, supportive, respectful, kind, honest.
- Connect.
- Customers are people, not numbers. They have feelings just like you. Their issue is extremely important to them.

No act of kindness, no matter how small, is ever wasted.

- Aesop

Be Innovative

- Be open to new ideas.
- Be creative.
- Think outside the box.
- Look for ways to make us better.

It is kind of fun to do the impossible.

- Walt Disney





Be Detailed

- It is not one big thing that makes a world class organization; it is a thousand little things.
- See what we do, our policies, our grounds and buildings, our signage from a customer's perspective and make changes.
- Be accurate, precise.

***In a major matter,
no details are small.***

- Paul De Gondi







Be Timely

- Prompt action impresses.

Even if it is just a return call to say, “I don’t know, but I’ll find out and call you back.”

- Do things when you say you will.

***Nothing is as far away
as one minute ago.***

- Jim Bishop



Be Consistent

People count on you
to do the job right.
Every time.

*The difference between success and failure
is doing a thing nearly right
and doing a thing exactly right.*

- Edward Simmons



Take charge of your health at the Epic Arts, Fitness and Recreation Center





Be Empowered

Take responsibility and initiative.

*Whether you think you can or think you can't,
you are right either way.*

- Henry Ford



Enjoy Your Work

- Of all the things we wear, our personality is the most important.
- Have fun. Celebrate.
- Find what you do rewarding.



Libraries Educate. Everyone.

To make a great dream come true,
Deliver service that makes people say

“WOW!”



first you must have a great dream.

- Hans Selye

Great customer service creates
experiences people remember.





Create an Experience

that makes people say

“I’m a Raving Fan!”

through a combination of:
our service, people and integrity.

People move here for the location and
stay for the lifestyle.



Prairie Lights wows every time.



We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better. - Jeff Bezos



Epic Waters Indoor Water Park

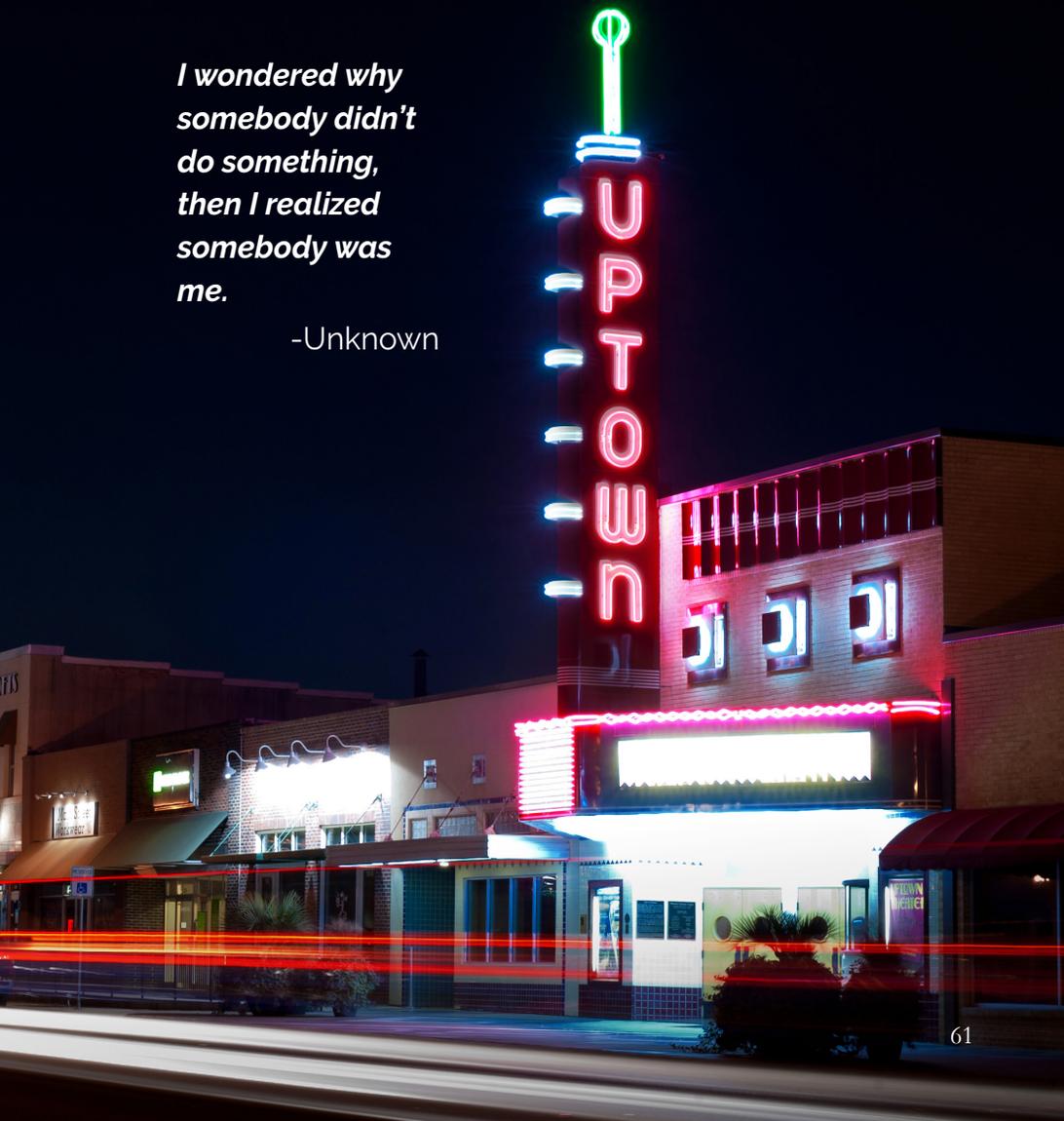
Manage the Experience

- We are responsible for our customers' and employees' experiences as they interact with the organization.
- Damage recovery. Even great organizations make mistakes. How we recover from a mistake is the most important aspect of the experience. Make it right.
- We control every aspect of the experience from personal contact to the impression we leave behind, from the way the customer is handled to the tangible aspects of our facilities.
- If we pay attention to the details and always think “how can we make the experience better,” we can make Raving Fans.



*I wondered why
somebody didn't
do something,
then I realized
somebody was
me.*

-Unknown







***We don't
remember
the days,
we remember
the experiences.***



***Now, go ahead, and make a
Raving Fan today!***

Whatever the mind can conceive, it can achieve.

- W. Clement Stone





A cheerleader in a green sequined top is shown from the chest up, holding a large, fluffy pom-pom made of green and white streamers. The pom-pom is held high, and the cheerleader's face is partially visible, looking towards the camera with a slight smile. The background is blurred, showing other people and what appears to be an outdoor setting.

***City of Grand
Prairie, Texas
Employees
Create
Raving Fans
by Delivering
World Class
Service.***



Lead, follow or get the heck out of the way.

- Grand Prairie City Manager Tom Hart



Grand Prairie

— T E X A S —

DEDICATED TO
the City of Grand Prairie Employees who
Create Raving Fans by Delivering
World Class Service Daily





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C I T Y O F G R A N D P R A I R I E

C I T Y M A N A G E R ' S O F F I C E

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