WORLD CLASS

Wisdom

Grand Prairie, Texas
Doggy water fountains at Central Bark are just one example of the level of detail and planning that go into city projects, parks, facilities and services.
Create an Experience

that makes people say “WOW”
through a combination of:
our service, our people and our integrity.
People move here for the location and
stay for the human connections.

In order to be irreplaceable,
one must always be different.

CoCo Chanel
Three million lights, two miles of displays, one must-see event... Prairie Lights attracts 120,000 to the holiday light festival.
We don’t remember the days, we remember the experiences.
Manage the Experience

- We are responsible for our customers’ and employees’ experiences as they interact with the organization.

- Even great organizations make mistakes. How we recover from a mistake is the most important aspect of the experience.

- 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
Grand Prairie’s historic Uptown Theater reopens in 2008 as an arts center in downtown.