

What is 5 Star Customer Service for us?

★ 1 INTERACTION

Positive, polite, informative, and concise.

★ 2 TIMING

Quick, on time, faster if possible. Definitely not late.

★ 3 PRICE

Fair and competitive price. We seek Win, Win, Win situations with every opportunity – Win for the client, for their client and for us.

★ 4 QUALITY

Top quality, accuracy, and guaranteed product.

★ 5 INTANGIBLES

Did we go above and beyond? Was their experience such that they want to give us a raving 5 star review and would happily refer us?



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arc
SURVEYS LTD.
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our **V**ISION

We are a progressive and innovative survey company with hard working, highly skilled, and trustworthy individuals consistently delivering a **5 Star** customer service experience.



our MISSION

We strive to be the hardest working, most trustworthy, reliable, approachable, and efficient land survey company.

We are a dynamic team of individuals who care for each other, are proud of what we do, are highly skilled, and are continuously growing all while giving back to our team and community.

We are forward thinking and progressive, always exploring new ideas, services, and technologies.

our VALUES

TEAM

WHY WOULD SOMEONE WORK FOR US?

1. Team Culture, Family Oriented, Non-Discriminating

- We are friends who are working together as a team. We treat others how we want to be treated.
- We make work a priority but never above our own health or family.
- We are diverse and we don't discriminate on race, gender, etc.

2. Ethics and Integrity

- We do the right thing, even when nobody is looking.
- We hire people that are trustworthy, hard working, and dependable.
- We are self motivators – we don't have to remind our employees of their duties, they are self-motivated and committed to working towards the company goals and the goals of each other.
- We don't pass the buck. We own our duties and are quick to help others in need.

3. Continuous Learning and Improvement

- We are committed to continuous learning and improvement, this never ends.
- We have a program in place to ensure we are providing training and education beyond the day to day grind.

4. Flexibility – 8 Hour Days – Home Every Night

- We work to live, we don't live to work.
- We don't have set hours, but we expect consistency, dependability and production.
- We provide a safe work environment and we are committed to the safety and wellbeing of our people.

LEADERSHIP GROUP

WHY WOULD SOMEONE INVEST IN US?

5. Long Term Sustainability – We're Playing to Stay in the Game.

- Our decisions are based on a long term approach.
- We are aspiring to build a better future for our employees and their families.
- We are playing the infinite game - we want to outlast our competition.

6. Efficiency and Profitability

- We are lean and profit driven... by keeping our expenses low we position ourselves for long term sustainability and profitable growth.
- We are always looking to maximize our efficiency.
- We share a portion of our profits with our team.

7. Systems Driven

- We're constantly refining and improving our systems for maximum efficiency.
- Our company procedures are written and accessible to everyone.
- Every member of our team has a responsibility to help improve our systems wherever they can.

CUSTOMER

WHY WOULD SOMEONE BUY FROM US?

8. Service, Value Added, Abundance

- We set the standard for great customer service.
- We add value to our services including free advice, expertise, and guidance on issues that are difficult and stressful for our customers.
- We live in abundance, the more we give, the more we receive.

9. Fair Prices, Quick Turnaround Times... Always

- We always charge a fair price, not the most we can get away with charging.
- Quick turnaround times are an absolute with us, not a special service.
- ALWAYS... even if we're too busy to handle it.

10. We're a Factory, Not a Bureaucracy

- We are a production line, we produce surveys.
- We are efficient and constantly looking to eliminate red tape and unnecessary steps that slow down the delivery of our product.

COMMUNITY

WHY WOULD THE COMMUNITY SUPPORT US?

11. Compassion and Kindness Towards Workmates, Clients, and the Public

- There is no place for rude or negative behavior in our office or towards our clients.
- Egos get checked at the door, we're here to do a job.
- We treat everyone with respect and kindness, regardless of how they treat us.

12. Generosity

- We continuously give back to our community and those in our work environment.
- We provide free training and education to our clients and the community.
- We are committed to a charitable cause and devote time and money to the cause.

