

## Declaration, Motto and Service AppointmentsMaklumat, Motto dan Janji Layanan

[Declaration, Motto and Service Appointments](#) ¼ Declaration: give the best service to develop the satisfaction of service users. ¼ Motto FISIP: "Join FISIP, Be Innovative, Creative, Productive" ¼ Service appointments: "give the integ service system for develop best service and satisfaction of service users in the excellent service. **Service ethics:**

- Beginning by smile, greeting, and regard
- Wearing the identity card
- Showing the politeness to the customers or service users.
- Avoid the unbalanced attitude to the customers or service users.
- Avoid impolite attitudes by no talking by cellular phone and smocking while giving the service to the customers or service users.

**Maklumat Pelayanan Universitas Brawijaya :** *Memberikan Layanan Yang Terbaik Guna Mewujudkan Kepuasan*

*Pengguna Jasa Layanan* **Motto Universitas Brawijaya :** "Join UB Be The **Motto FISIP:** "Join FISIP be Inovative, Creative, Productive"

**Janji Layanan Universitas Brawijaya :** *Bertekad menerapkan sistem kerja terpadu untuk memberikan layanan yang terbaik guna mewujudkan kepuasan pengguna jasa layanan UB dalam rangka Pelayanan Prima.*

### Etika Pelayanan :

- *Mengawali senyum, salam, sapa*
- *Wajib memakai tanda pengenal (kartu identitas)*
- *Bersikap sopan santun terhadap pengguna jasa layanan UB*
- *Tidak semena-mena terhadap pengguna jasa layanan UB*
- *Tidak dibenarkan dalam memberikan pelayanan sambil merokok atau berkomunikasi dengan handphone atau alat komunikasi lainnya*