

## Key Principle: Ease

Be personable, friendly and focus on positive problem-solving. Make it easy for customers to work with you and GSA. Be available to your customers and make communicating with customers a top priority.

What PBS regional senior leaders say about **Ease**:

*“We make it easy for our customers when we really listen to what they have to say – not when we hear what we think they are saying or what we would like to hear.”*

*“Listen. Listen. Listen.”*

*“Respond to customers and offer solutions so they can do their business in a quick and timely fashion.”*

*“We make it easy for customers when customers see PBS employees and contractors as a unified team expertly planning, managing and delivering projects on their behalf.”*

What a federal customer says about **Ease**:

*“It’s not my team; it’s not the GSA team, it’s not the contractor’s team. It’s our team.”*

What a valued service provider says about **Ease**:

*“We make it easy for customers when we build and live by a shared vision.”*



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