

## **UNITY**

### **Principles of Professional Cooperation**

In an effort to build respect, maintain open communications and promote goodwill between vendors and dance studio owners/teachers, UNITY Inc. has created the "Principles of Professional Cooperation." These principles offer a foundation for building integrity and mutual respect between the dance education community and those who wish to provide customer services.

Teachers/studio owners recognize the importance of timely and concise communications with vendors. In order to achieve their goals, UNITY suggests that

#### **Teachers/studio owners:**

- **Communicate with vendors in a timely manner**
- Place orders promptly
- Clearly state "required by" date
- Clearly state special needs
- Specify their preferred method of communication, e.g., email, phone, letter
- Pay for orders as agreed with vendor
- Be able to check order status at anytime
- Allow sufficient time for order changes
- Partner with vendors to solve special needs

Vendors appreciate the opportunity to exceed Teacher/studio owner expectations. In an effort to do this, UNITY suggests that

#### **Vendors:**

- **Communicate with teachers/studio owners in a timely manner**
- Assure accurate catalog descriptions and pictures
- Specify lead time needed to build costumes
- Clarify preferred and alternative communications, e.g., email, phone, letter
- Send order confirmations in a timely manner
- Secure the order date only upon payment
- Observe "required by" date – if not possible, please issue timely notification
- Accept order changes, given sufficient time
- Partner with teachers/studio owners to resolve problems and suggest alternative solutions.

***Note:** this document was developed by a UNITY committee comprised of dance educators and vendors.*