



Hamilton County HRD's Follow-Up Flash: *Customer Service*

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Focus on Customer Service

As the new year begins, why not resolve to make 2004 the year that you consistently focus on providing outstanding customer service? It's easy to do! You, your organization, and your customers will benefit from your initiative. And think about how great it will feel at the end of the year, knowing that you spent the year improving your skills! To get started, just follow these steps:

1. Read the list of customer service behaviors on p. 2 of this document. Write a (+) by the behaviors that you use consistently and effectively. Write a (-) by those behaviors that you don't use frequently or as effectively as you could. (If you're feeling especially brave, ask co-workers or your supervisor for their input, too. They may be able to share insights on which skills you use well and which you could improve.)
2. Identify a different customer service behavior to focus on each month. Of course, you'll want to focus on the behaviors you've marked with (-), so you can begin using them more frequently and effectively. But feel free to spend some months focusing on behaviors that you've marked with (+), because building on your strengths is always a great idea!
3. When you start work each day, remind yourself of the customer service behavior that you're focusing on that month. Throughout the day, pay attention to your use of that behavior. At the end of your shift, jot down a note about how effectively you used that behavior.

You'll find calendars attached to this document to help with your planning. At the top of each calendar, there's a space for you to write the customer behavior that you'll focus on that month. Post it where you can easily see it, and use the daily squares for writing your notes about how you used the skills each day.

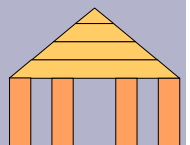
Your efforts **will** make a difference!
Best wishes for a happy, fulfilling, 2004!

Tell us . . .

Which customer service skills will you focus on this year?

We'll emphasize those skills in future editions of the *Follow Up Flash*.

Please e-mail your responses to laura.maus@hamilton-co.org



Customer Service Behaviors

- 1. Treat all customers with courtesy.**
- 2. Treat all customers with respect.**
- 3. Provide services or information quickly.**
- 4. Provide services or information clearly.**
- 5. Provide services or information accurately.**
- 6. Listen actively to customers.**
- 7. Listen to customers without interrupting.**
- 8. Begin each customer transaction positively.**
- 9. End each customer transaction positively.**
- 10. Avoid the 5 Forbidden Phrases:**
 - I don't know
 - We can't do that
 - You'll have to
 - Just a second
 - No
- 11. Leave effective, clear voice mail greetings and messages.**
- 12. Strive to calm angry customers.**
- 13. Avoid emotional leakage** (taking out the emotions from one customer transaction out on another customer).
- 14. Don't rush customers.**
- 15. Offer extra help or information whenever possible.**
- 16. Learn about Hamilton County government, so you can effectively answer customer questions.**
- 17. Appear energetic and happy to help.**
- 18. Show empathy.**
- 19. Show enthusiasm.**
- 20. Show the adaptability necessary for working effectively with diverse customers.**
- 21. Take responsibility for seeing customer situations through to the end.**