



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

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The Definition of a Customer

Do you remember how we defined a customer when you attended your customer service class? If so, complete this sentence: A customer is . . .

Remember, using our definition a customer can be your boss, your co-workers, members of the public, an employee in a different county organization, a vendor, or even someone who has wandered into your office by mistake or who called your organization but really needs a different county organization. Because (and here's the answer) a customer is anyone who needs something from you while you're at work.

When people need something from you at work this month, remind yourself to use your customer service skills. Anyone who needs something from you is your customer, at least for that moment. Two ways to make a great impression on every customer — even your co-workers, when they need something from you — are to take responsibility for helping and to show enthusiasm.

Take responsibility for helping

- Not your job or department? Steer the customer toward the correct person or department.
- Don't know where the customer would find what he or she needs? Call someone to find out, if possible.
- Tell the customer what you will do and when you will do it. Then follow through!
- Keep customers informed about what you're doing — especially if anything changes.

Show enthusiasm

- Smile!
- Appear energetic and alert
- Show interest in what people are saying — don't appear bored or ambivalent.
- Use your tone of voice and inflection to sound enthusiastic.

Focus this month on giving outstanding customer service to everyone who needs something from you!

Want to share a customer service tip or success story?

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