



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

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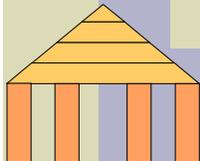
### Providing Good Customer Service Even When You're Not at Your Best!

Picture this: you're tired, or you're stressed out, or you're not feeling well (but not so sick that you need to stay home). You arrive at work wishing you didn't have to interact with anyone all day, but you've got customers to serve.

When we feel this way, it's tough to provide the best customer service possible. But we can do it. Here are some strategies to help you provide excellent customer service, even when you're not at your best.

- **Acknowledge that it's going to be a tough day for you.** Admit it to yourself, and maybe tell a co-worker, too. Sometimes a little sympathy (from yourself or a co-worker) can help you feel better.
- **Promise yourself that you'll provide excellent customer service, even though you're tired, or stressed out, or not feeling well.** Before each customer interaction, remind yourself that you're going to do your best to help this customer courteously. Remind yourself to smile. Maybe you typically give stellar customer service without thinking too much about it. But on a day when you're not at your best, you may need to consciously remind yourself to give great customer service.
- **Focus on one thing at a time.** It's easy to get overwhelmed when you're not feeling your best, especially when you think of everything that's bothering you and everything that needs to be done. Just focus on one thing at a time and do your best with it — especially when you're focusing on your customers.
- **Offer yourself a reward for providing good customer service on such a tough day.** Say, "If I provide good service to all of my customers on this tough day, I'll . . ." And fill in the reward that you want. Knowing that there is something in it for you (besides the intrinsic joy of doing your job the best way possible) can help you do your best even when you're not feeling your best.

I wish you all the best in 2005!  
May you have very few tough days  
and many great days when you feel healthy and happy!



Do you have a customer service tip that could help others?  
Please contact Laura Maus at 946-4708 or [Laura.maus@hamilton-co.org](mailto:Laura.maus@hamilton-co.org)