



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

Treat Customers with Respect — Always!

It's a fact — sometimes to reduce stress we need to talk about what's bothering us. And sometimes that involves talking about difficult customer situations.

But there's a big difference between occasionally venting about a customer situation and habitually criticizing, complaining about, or even laughing about customers. When we frequently criticize our customers, that becomes 'the way we do things here.' It creates a culture of disrespect and influences how we perceive and treat our customers over time. It can become a habit that adds negativity and stress to the workplace. So be careful not to let occasional venting become a routine occurrence.

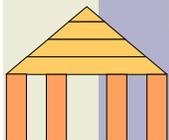
To help contribute towards the kind of positive work environment that is respectful towards customers at all times, take these steps:

- Pay attention for a week or two to how you talk about your customers. If you find yourself frequently making critical, negative, or disrespectful comments about them, resolve to change that behavior.
- If you find yourself criticizing or complaining about a customer, follow up with a statement that shows a sincere effort to see things from the customer's point of view. For example, you might say something like, "Even though I don't like the way the customer spoke to me, I can understand why she was frustrated. Our process can be confusing."
- Give yourself a limit for venting about customers. Maybe you'll allow yourself a maximum of one venting discussion each week.
- Develop a habit of commenting on the positive aspects of customers. By mentioning the things you appreciate about your customers, you're creating a work environment that is more friendly and respectful towards them — which makes it easier to treat them with respect and courtesy.

Everything we say and do at work helps create the work environment. Let's make it a good one that treats customers with respect at all times!

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