



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

**“One of the deep secrets of life  
is that all that is really worth the doing  
is what we do for others.”**

**~Lewis Carroll**

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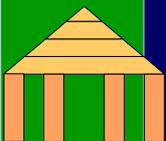
When we think of “customer service,” often we’re thinking about it as part of our jobs. It’s what we’re here to do, and it’s what we’re paid to do. We provide customer service — and provide it well — because it’s an integral part of our work.

But customer service is so much more than a part of our jobs! Just consider this example from Hamilton County employees who attend the “Professional Customer Service” class. When introducing themselves at the beginning of the class, all of the participants answer the question, “What is your favorite thing about your job?”

Most employees describe helping people as their favorite part of their jobs. Whether it’s giving their co-workers a hand or helping external customers, employees say they like it when they know they were able to help make a difference for someone. They get a deep sense of satisfaction from that aspect of their jobs.

If we’re in positions where we get to provide customer service, then we are doing something very meaningful for others, day in and day out. Doing our best with it can have a huge impact on everyone who comes into contact with us. And it can feel really fulfilling!

So on the days when helping customers seems like a really difficult, thankless task, remember that you are doing something important. Your work matters. You are helping people, and that is one of the most meaningful things anyone can do.



**Do you have a customer service tip that could help others  
or a success story to share?**

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