



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

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### Want to Provide Great Customer Service? Just Ask!

The kinds of questions you ask your customers can make the difference between providing average customer service and excellent customer service. When you ask the right questions, you show your customers that you care, you anticipate their needs, and you ensure that they get a chance to ask for what they need before their interaction with you ends. You can ask customers questions to:

- **Confirm that you understand what the customer said.**

For example: “So it sounds like you’ll need a job application and that you would like more information about how our hiring process works. Is that correct?”

This type of question avoids misunderstandings and shows the customer that you’re concerned about getting it right.

- **Get information that will help you serve the customer.**

For example: “There are some jobs available in the County that may not be posted in our booklet here. What type of work are you interested in?”

You’re the expert in your area. Your customer might not know what kinds of questions to ask or what kinds of information you might need. Asking a few guiding questions can help the customer immensely!

- **Allow them to think of anything else that they need from you.**

For example: “What else can I help you with today?”

This kind of question gives the customer a moment to think about anything else he or she needs and can save you both time in the long run.

**Think of questions that can help you more proactively serve your customers,  
and start asking them today!**



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)