



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

Make it Happen!

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Charles Buckley is the first person that many people see when they visit the Juvenile Court Youth Center, and he's known for making people feel as comfortable as possible during what can be a stressful time for their family. He shares a tip that has proven helpful during his years with Juvenile Court. Charles says, "Make it happen!"

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Charles explains, "A parent comes to the Youth Center and wants a visitation with the child during non-visitation hours. What I did was go to Administration to get this approved. And, of course, the visitation was approved. This parent was totally elated and ever so thankful. This goes to show, going the extra mile to make things happen can pay off."

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Charles' manager admires his effectiveness with the citizens he serves at the Youth Center. Recently, I asked Charles' manager, Jim Crow, what Juvenile Court does really well when serving people at the Youth Center. Jim's response was, "Charles Buckley." He explained that Charles treats everyone with respect and courtesy, and he gives every person the same good treatment, no matter what the circumstance or how they're treating Charles. Jim said that the way Charles develops a rapport with the parents and gets to know them over the years makes a big difference in how they perceive their experience with the Youth Center. Jim says Charles is the key to good service there and that Charles is teaching others how to provide the same great service.

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Charles is right about how going the extra mile can make a difference. When we're serving members of the public, we should always ask ourselves, "What can I do to help this person? What can I do to make it happen?"

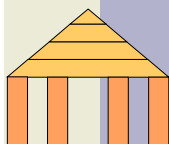
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Of course, some procedures, rules, and regulations cannot be compromised — in other words, sometimes we can't make it happen. However, even in those situations, we can follow Charles' good example of working well with people. We can focus on what we CAN do to help in those situations, even if we can't give the customer exactly what he or she wants. When we try to find solutions, it shows the customers that we're giving our best effort to work with them.

This month, remember Charles' example, and "Make it happen!"



Do you have a customer service tip that could help others?
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