

VII. Customer Service

Customer Service workshops increase awareness and understanding of effective customer service practices.

A. Who and How You Serve

1. Knows who their customers are both internally and externally; understands their needs; and ensures they are appreciated and respected
2. Understands service being provided by the department and follows departmental policies and processes to provide service consistently and accurately
3. Develops broad understanding of organizational services to effectively respond to customer needs that fall outside of the department's responsibilities
4. Ensure customers needing service from other departments are referred in a way that results in the customer feeling well served and cared about

B. Attitude of Service (Service With A Smile)

1. Provides prompt and courteous service with a sincere attitude of giving
2. Pursues work with energy, persistence, and a drive for customer satisfaction
3. Expresses pride in work done for the organization and takes time to celebrate a job well done
4. Looks upon difficult tasks as opportunities or challenges to overcome and reacts constructively to problems or challenges when they arise
5. Creates a positive work environment and leads by example

C. Overcoming Obstacles

1. Demonstrates an ability to solve customer problems by listening carefully, identifying possible solutions, and taking actions to meet or exceed customer needs
2. Identifies value-added solutions and anticipates potential obstacles and finds creative ways to overcome them
3. While resolving issues, keeps customers informed on resolution progress and makes sure the customer feels valued and understood

D. Continuous Improvement of Customer Service

1. Regularly seeks feedback from customers and adjusts services accordingly
2. Works to maintain an attitude of service, adapting behaviors to enhance customer experiences
3. Looks for internal and external trends that are likely to shape the wants and needs of customers in the future
4. Considers the impact on customers when taking action, setting policies, or carrying out job tasks