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Customer Service @ The ILRC

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Customer Service@ The ILRC

ILRC Student Orientation

Marcy Pride

August 22, 2009



*Why We Give Great
Customer Service*

- Johnny's Story

<http://www.stservicemovie.com/>

Servant Leadership

- Matthew 20:25-28
- KJV:
 - ²⁵But Jesus called them unto him, and said, Ye know that the princes of the Gentiles exercise dominion over them, and they that are great exercise authority upon them.
 - ²⁶But it shall not be so among you: but whosoever will be great among you, let him be your minister;
 - ²⁷And whosoever will be chief among you, let him be your servant:
 - ²⁸Even as the Son of man came not to be ministered unto, but to minister, and to give his life a ransom for many.

Equipping You to Serve

- Ephesians 2:8-22
- NIV:
- ...¹⁹Consequently, you are no longer foreigners and aliens, but fellow citizens with God's people and members of God's household, ²⁰built on the foundation of the apostles and prophets, with Christ Jesus himself as the chief cornerstone. ²¹In him the whole building is joined together and rises to become a holy temple in the Lord. ²²And in him you too are being built together to become a dwelling in which God lives by his Spirit.

Yes

Serve

Help each other

Yes, I would love to help you.

Did you find everything you need?

Make Their Day

Yes

May I help?

Serve

Be kind

What else can I help you with?

Do good

I will

Yes

Smile

Smile

Be Nice

Help

Kind

Serve

How Can I Help You?

Can I help?

What can I do for you?

What else can I do for you?

Help

Be kind and tender hearted

Be Nice Now

My pleasure

Service

Help

Can I help you?

It was My Pleasure

Yes I will gladly help you.

Yes

Smile

Serve

Be kind

Kind

Do to others as you would have them do to you.

I will

BE

I can

Be nice now

May I help?

Yes

Help

Be kind and tenderhearted

Serve

Yes

Can I help

How Can I Help You?

It was My Pleasure

Yes

I will

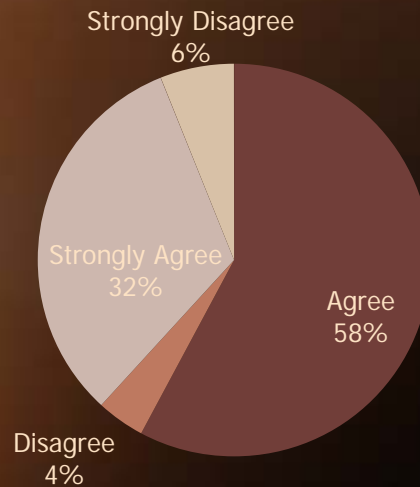
Smile

Great Customer Service

- Define "customer"
- Customer Service
- Why it's important
- How we give it

What OUR Customers Say about the ILRC

The ILRC staff provides competent, friendly service.





*Sarcasm &
Indifference*

Are not services offered here



We Make their Day!!

- Each Person
- Every Encounter

Customer Creed

- The customer is our reason for being here
- It takes months to find a customer, seconds to loose one
- Always courteous and polite during each contact
- Always do more than is expected when you handle a customer's problem
- Never promise more than you can deliver
- Continually look for ways to improve quality and add value to service for OUR customers

*The Hostile, the Angry, & the Obnoxious
How to handle these customers*

- Don't take it personally
- Focus on fixing the problem
- Hand-off to a supervisor once you have done everything in your power to assist

Telephone Etiquette

- Put a smile in your voice
- Start of with your name, your department, the question "How may help/serve you?"
- If you can not help them, refer them properly and offer to transfer them

Exercise

- Don't Say this...
- No problem
- He went to the bathroom
- Are we through yet ?
- "Honey" or "buddy" or "lady"
- Well it's really not my problem
- Yeah, Yeah, I'll get it
- Do say that...
- It will be my pleasure or I'd be happy to
- He's unavailable
- Will there be anything else ?
- Customer's name
- I understand how this is frustrating
- I'll take care of that for you

Seven Steps to WOW! Customer Service

1. Commitment --apply yourself and go out of your way to be helpful
2. Enthusiasm --Show an interest in your job
3. Intelligence -- customers rely on our knowledge
4. Creativity --think "outside the box"
5. Pleasantness --friendly approach brings out the best in customers
6. Attentiveness --listen carefully
7. Flexibility --show a willingness to do whatever it takes