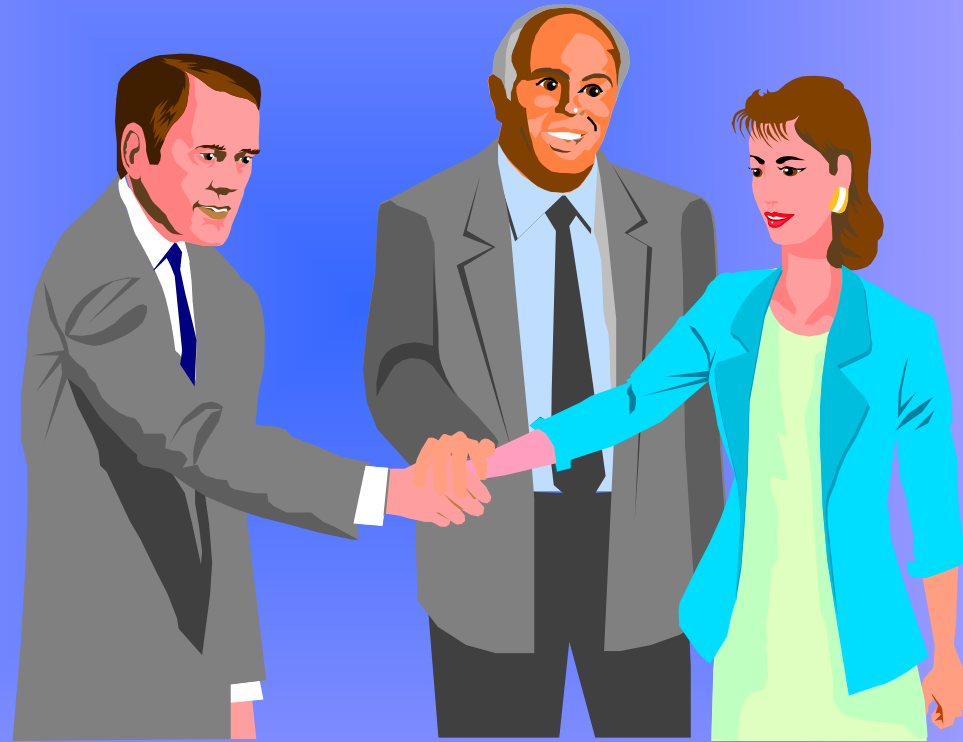


Customer Service



New-Hire Orientation

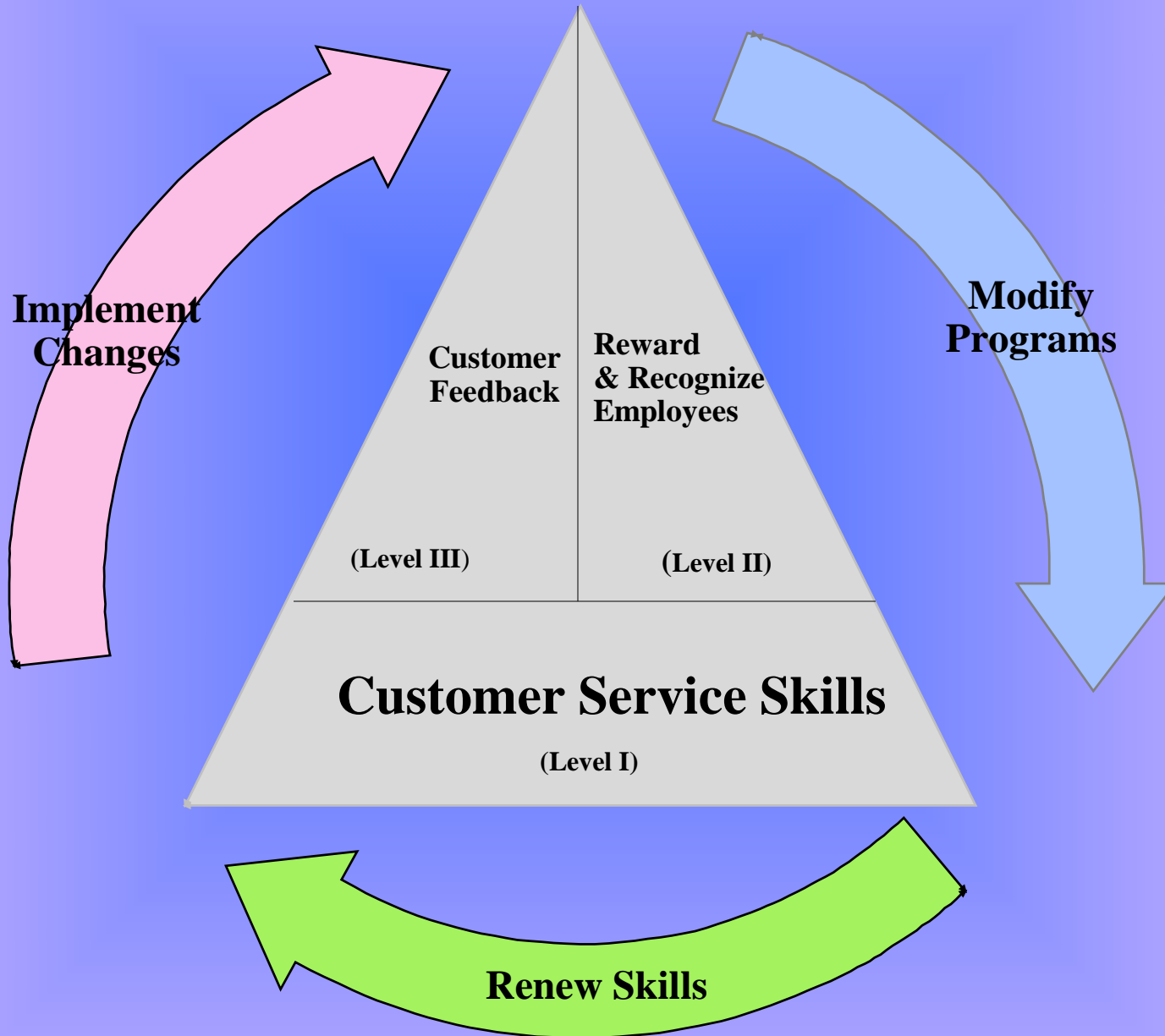
Agenda

- Welcome
- What is a Customer?
- Strategic Framework
- Program History
- Training Questions
- Rewards and Recognition
- Customer Feedback
- Stress Connection
- Basic Skills
- The Customer
- Telephone Policies and Procedures
- Closing

? What is a Customer? ?

- A customer is someone who comes to you for support, services, or products. • 3
- They can be external to your organization as well as internal--employees of other departments, managers, or peers.
- Often, the cause of a poor external service reputation is: poor internal service.

Strategic Framework



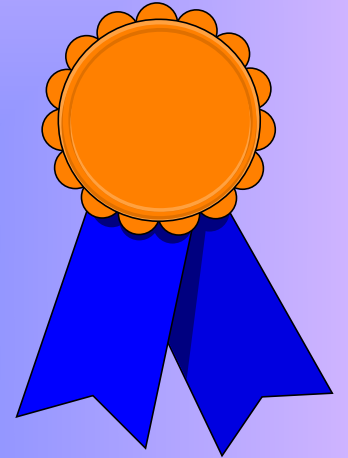
Program History

- Started in September 1997.
- Multi-tiered program was offered to “front-line” employees.
- Tailored program has been delivered to Public Facilities and Utilities.
- On-going offerings.
- July 1999 first Customer Service new-hire presentation.

? Training Questions ?

- Why is customer service training important?
- How is customer service training different in the '90's different from past?
- Why is managing yourself as important as managing the customer?
- What are the typical things service providers do wrong?
- What are the different kinds of customers?
- What are the basic skills needed to satisfy customers?

Rewards and Recognition Level II



- Current rewards and recognition.
- A rewards and recognition committee was established.
- Tool kits were implemented.
- Pursue and give informal rewards.
- It is evolving!



Customer Feedback (Level III)

• 8

- Status: Customer feedback activities.
- Planned: Customer feedback activities.
- What to do if customers give you feedback.

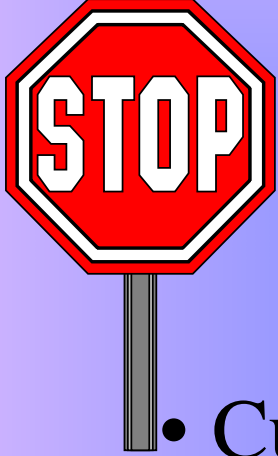


Stress Connection

High levels of stress affect your ability to deliver exceptional service. • 9

Most employees experience moderate levels of stress at either work or home.

Take advantage of stress management tools, tips, and techniques.



About The Customer

- Customers are different.
- They want and need different things. • 1
- Our approach to satisfying customers should be tailored.
- Often, organizations that offer “a one-stop shopping approach” fail because they overlook the unique needs and expectations of each customer.

A Glimpse: Basic Skills

- Listening
- Questioning
- Explaining
- Empathy
- Offering Alternatives
- Follow-up
- Personalizing Service
- Showing Appreciation
- Confirming Satisfaction



Closing

• 1

- Welcome to the Charles County Government.
- Look forward to seeing you in Level I training.
- Solicit your support in helping us become a Premier Service Provider.