

Welcome – Customer Service Refresher



Why Are We Here?

- So why are we here?
 1. To be encouraged
 - a. To continue to be “heroes” for our customers everyday, one customer at a time.
 2. For a basic refresher.
 - a. To remind ourselves of the Village’s customer service goals so that we are all in alignment – exceptional service, every customer, every time.
 - b. Because the way we provide that “service” to our customers has an impact on the Village’s growth.
 - c. To positively contribute to Shorewood being the place where people WANT to live, work and play.)



The Basics

WITH OUR CUSTOMERS - FOR STAFF MANNING THE PHONES/COUNTERS

- Answer the Phone OR Greet with a Smile
 - The Benefits
 - It keeps you in a POSITIVE frame of mind
 - Customers “hear” the welcome in our voice



The Basics

- Appropriate greetings/closings for the phone
 - The preferred opening greeting is:
 - Village of Shorewood, _____ Department. This is _____, how can I help you?
 - The preferred closing is:
 - Is there anything else I can help you with?



The Basics

WITH OUR CUSTOMERS - FOR STAFF OUT IN THE FIELD

– Take a moment to **acknowledge** those who cross our path:

- A simple hello
- A wave of the hand
- A nod of the head
- Appropriate introduction

– Even though some are in a regulatory role, you can use language/choice words that “put out the fire” rather than “ignite.”



The Basics

WITH OUR CUSTOMERS – IN GENERAL

- Allow them the opportunity to comment on the service they received
 - Customer service survey cards
 - Mail
 - Direct ask
 - Online survey
 - Perceive from their comments



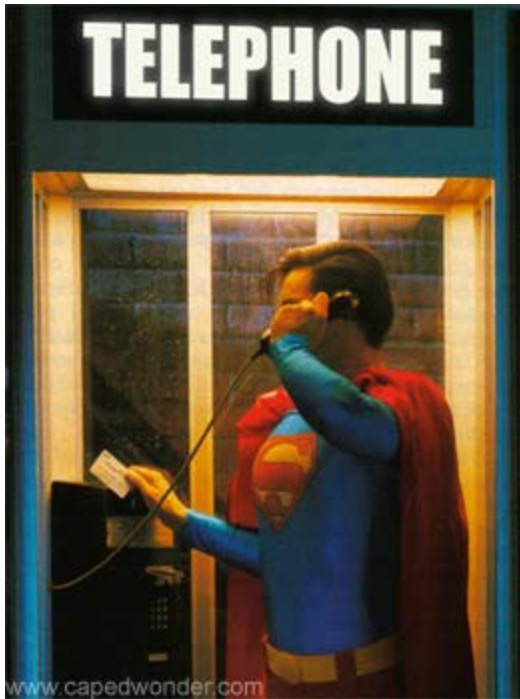
Customer Service – Be A Hero

WITH EACH OTHER

- Be respectful of each other's time.
 - Keep personal conversation to a minimum.
 - Personal conversation has the tendency to morph rather quickly. So be mindful that you are not keeping them from getting their work done.
 - Respond timely to requests from co-workers.
 - Be flexible.



Customer Service – Be a Hero



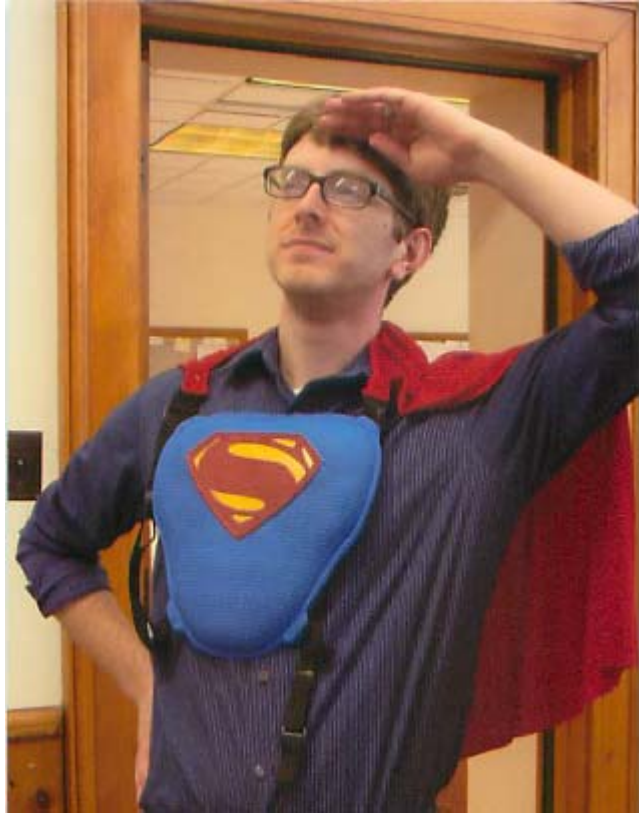




SUPER HERO

INSPECTIONS





We can all be heroes for our
customers.

HOW? to take it to superhero
status

Customer Service – Be A Hero

WITH OUR CUSTOMERS

- Rules of Non-Verbal Communication
 - Voice Tone:
 - Body Language:
 - Facial Expression:
 - Gestures:
 - Touching:
 - Swearing:



Customer Service – Be A Hero

FOR ALL

- Listen instead of Hear
 - What's the difference?
 - Why?
 - How?



Customer Service – Be A Hero

- By being aware of their needs.
 - Listen for what IS NOT being said.
 - Read their body language
- By asking the appropriate questions.
 - Again, repeat and ask clarifying questions
 - This ensures accuracy
 - Builds the relationship, especially if you've accurately conveyed their message
 - Allows the customer to correct erroneous statements
 - Demonstrates that you are listening.
 -
- By suggesting instead of telling.
 - Will you NOT What you need to do is
 - Would you NOT What you have to is
 - Will you please NOT Why didn't you
 - In the future NOT Next time you'll have to



Customer Service – Be A Hero

Talkative Customers

- Remember, time management is our responsibility. The customer has all the time in the world, we don't. So it is our responsibility to move the conversation to closure.
- How?
 - Wait for a pause and then you can say something like, “I’ve enjoyed our conversation HOWEVER I do have an assignment/project that I have to finish before the end of the day. I’ll talk with you again. (In this case you might not ask, is there anything else I can do for you.)”



Customer Service – Be A Hero

- [Police Officer](#) goes beyond duty
- [Custodian](#)

