“Recharging Employees to Provide Excellent Service”

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- Employee Training
- Employee Coaching
- Staff & Organizational Development
- Motivational Speaking
  - Opening and Closing Keynote Addresses
  - Workshops
  - Seminars
  - Breakout Sessions

Edu-Tainer ✧ Motivator ✧ Energizer
Let’s Discuss Some Guidelines

• Share from your own experiences, feelings and opinions.
• Listen to understand, not to judge.
• Respect others’ opinions and feelings.
• Keep an open mind.
• Keep confidentiality.
• Accept the option to pass.
Customer Service Is An Attitude!!
The Three Types of Employees

1. ENGAGED employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.

2. NOT-ENGAGED employees are essentially “checked out.” They’re sleepwalking through their workday, putting time -- but not energy or passion -- into their work.

3. ACTIVELY DISENGAGED employees aren’t just unhappy at work; they’re busy acting out their unhappiness. Every day, these workers undermine what their engaged coworkers accomplish.
Customer Perceptions

What customers want compared with What customers get

= Opinion of Service Quality
Service Levels

- Desired Service  What you want is what you get.
- Accepted Service  What you get is what you’ll take.
- Rejected Service  What you have is a complaint.
- Excellent Service  What you get is really great!
Four Expectation Categories

• **Reliability** - deliver what is promised
• **Responsiveness** - do it promptly
• **Assurance** - know how to do it
• **Empathy** - do it with respect and understanding
The 4 C’s of Customer Service

• Each week select one skill that needs improvement and concentrate on it.
• Practice the 4 C’s of customer service.

1. Courtesy
2. Clarity
3. Commitment
4. Completion
The 4 C’s of Customer Service

• Courtesy
  – Start each interaction with a positive greeting.
  – Listen to your customer.
  – Always address them by their name.
  – Along with consideration for using Mr. or Ms.
  – Praise the customer for any required steps they followed.
  – Thank the customer for contacting you.
The 4 C’s of Customer Service

• Clarity
  – Use language the customer understands.
  – Restate the customer’s request before acting on it.
  – Outline options where appropriate.
  – Reconfirm your next steps before ending the conversation.
The 4 C’s of Customer Service

• Commitment
  – Gather all needed information.
  – Explain procedures and rules when necessary.
  – Use the partnership approach.
• Work with your customer to solve his/her problem
The 4 C’s of Customer Service

• Completion
  – Solve the problem / fill the request
  – Ask the customer if the problem was solved to his/her satisfaction.
Determining Customer Needs

Requires Two-Way Communication
Listening

Although 50%–75% of our daily communication time is spent listening, we listen at only a 25% efficiency level.
One of the reasons we often don’t listen well is because we can think faster than we can speak.

Most people speak at only 125-150 words per minute.

We can listen at up to 450 words per minute.
Email Communication

- Be concise and to the point
- Use proper spelling and grammar
- Read before sending
- Do not overuse **REPLY TO ALL**
- Everyone doesn’t need to see your personal comments
- Careful with abbreviations & emoticons
  - BTW (by the way)
  - LOL (laughing out loud)
# Email Communication

## Pro’s and Con’s

### Pros
- Fast
- Efficient
- Popular
- Easy distribution
- Ideal for communicating routine messages
- 24-hour-per-day accessibility

### Cons
- Overwhelming volume
- Time involved in responding
- Can seem much harsher than face-to-face contact
- Inappropriate for complex or sensitive messages
- Lack of confidentiality
- Be Ineffective (Lack of Interpretation)
“If your job is customer service, your real job is Problem-Solver.”
Keep a Winning Attitude

• Be The Best!
  – Strive to provide top-notch service
  – Great people don’t get caught in trivial things.
  – Develop a fixed system (daily) for obtaining positive re-enforcement.
  – Your strength grows out of your struggles.
Learning Exercise

• What are the 2 things you have learned from today’s training that you will apply when back at work?

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To Schedule Milton Hunt at Your Next Event Call Today

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