Quality Customer Service
(from St. Alexius Employee Assistance Program)

Today’s customers appreciate a relationship that shows you respect their needs, and that you try to go the extra mile to meet them.

What they want: helpful information, convenience, and prompt professional service.

Providing Quality Customer Service:
1. Welcome them promptly and cordially
2. Thank them for any helpful ideas they may present
3. Offer them recognition for being loyal customers
   (this can be done by calling them by name, or while verifying their address – if you’ve seen them numerous times – “are you still at…” the address)
4. Treat them the way you would like to be treated

Customer Concerns
1. Determine the nature of the problem
   a. Lost book – recommend reference help find an alternative
   b. Help them look on the shelf
2. Let them vent
   a. Sometimes it’s not enough to just solve a problem. Sometimes the customer’s primary motivation is to simply “blow off steam.”
      ➢ Listen carefully
      ➢ **Never let your anger get aroused.** Remember: this isn’t an attack against you. They are simply unhappy and need to be heard!
      ➢ Even if what they say is untrue, let frustrated customers express themselves. This helps calm them down.
   b. When the anger subsides, describe your understanding of the concern. The message to convey is, “This is important, and I want to do what’s right.”
      ➢ You don’t have to admit error, but show you’re glad the problem was called to attention, and that you intend to respond to it.
   c. Attitude and professionalism are everything! In other words, let the customer know what they say matters. Some phrases that can be used:
      ➢ What are your thoughts on how we can resolve this?
      ➢ I’d like to resolve this in the best way possible.
      ➢ We can handle it this way. How does that sound?
   d. To Unreasonable Customer Demands
      ➢ Don’t be negative, even when customers are negative and unfair. Put yourself in their shoes and give them the empathy that you would want yourself.
Don’t make excuses. Concentrate on offering solutions, rather than trying to explain why something went wrong or find out who was wrong.

**Never say things like:**
- Sorry, that’s our policy.
- They didn’t get back to me.
- I didn’t have time.
- I thought someone else was taking care of it.

Provide explanations that convey concern and sound credible to the customer. Referring to policies, blaming others and making excuses tend to cause frustrated customers to become even more upset.

e. Little things mean a lot
   - Stay professional
   - Focus on solutions. “I understand your concern. Let’s see what we can do to get it resolved.”
   - Leave them remembering you treated them fairly! Best way to do that is to keep in mind if you were on the other side of the desk.
   - Never, under any circumstances, knowingly make a promise you don’t intend to or cannot keep.

f. If the facts warrant, **apologize**!
   - “We made a mistake and we intend to make it right.”
   - If in doubt, apologize anyways. Even if the situation is not your fault, simply hearing words like “I’m sorry you have had this experience” goes a long way to repair the situation.

g. Know the value of service
   - Learn from those you serve.
   - Treat customers with honesty, fairness and dignity.
   - Example: If they are lost, TAKE THEM there rather than tell them.

h. When closing your encounter
   - “Is there anything else that I can do for you?”
   - Always thank the customer!
Customer Service Standards
(from CFL Customer Service Committee)

*Our customer service standards are: accountability, approachability, knowledgeability, respectfulness, teamwork, and efficiency.*

Accountability:
- Be responsible for what you do. Be aware of outcomes.

Approachability:
- Be open (see Body Language on next page), responsive, pleasant, and courteous.
- Don’t keep patrons waiting! They come before anything else you may be working on.

Efficiency:
- Take action quickly and accurately.
- Time management, both in when you clock in and out, and in how long it takes to complete projects.

Knowledgeability:
- Learn the procedures.
- Don’t be afraid to ask questions.

Respectfulness:
- Don’t keep patrons waiting (note approachability!). They come before anything else you may be working on.
- Keep your focus on them while assisting! If you were talking to someone about another matter, stop and wait until the patron has been helped.
- Treat others as you expect to be treated – please, thank you, and be compassionate. (example: you wouldn’t chew gum with an open mouth at grandma’s house, would you?).
- Be businesslike.

Teamwork:
- Assist each other in learning and completing tasks.
- Do not let patrons leave discouraged or unhappy if at all possible. If you encounter a difficult patron, let your supervisor or the senior student on duty handle the situation.
**Dress Code Policy**

(From Access Services)

Because we are a public service organization, we want to portray a professional business-like image. We expect our employees to reflect that image in their work attire. Clothing must be neat, clean, well-fitted, and appropriate to the workplace.

The following rules must be observed at all times:

- No open-toed footwear
- No torn or ripped jeans
- Skirts and shorts should be knee length
- No spaghetti straps or tank tops
- No low-cut clothing
- No shirts rated PG or higher (This includes profanities, derogatory slogans or pictures)
- No head coverings, caps or hats except for cultural or religious purposes
- Yoga pants or leggings should be adequately covered (longer tops)

Jeans, sweats, t-shirts, etc. are all fine so long as they meet the requirements.

**If you do not have appropriate clothing, you may be sent home.** Consistent failure to follow these rules will result in dismissal. If you have any questions about the dress code, speak to your supervisor.
Appropriate language
(From a CFL in-service)

“May I help you” instead of “Can I help you”
“I’m unable to…” instead of “I can’t”
“Obviously” (The reason we don’t say this is because it assumes they should have seen or known something, therefore making them feel diminished.)
“Please” and “thank you”

General Notes
(from Karlene)

- Smile
- Look them in the eye
- Say hello
- Watch your tone
- Don’t roll your eyes
- Watch what you’re saying! There have been complaints from patrons about our student employees “talking smack” about people that leave the desk. I know you guys are better than that!
- Watch the volume! Our voices carry and can clearly be heard throughout reference and the computer area.

Forbes top 10 List:
(What employers are looking for in graduates)

1. Ability to work in a team structure
2. Ability to make decisions and solve problems (tie)
3. Ability to communicate verbally with people inside and outside an organization
4. Ability to plan, organize and prioritize work
5. Ability to obtain and process information
6. Ability to analyze quantitative data
7. Technical knowledge related to the job
8. Proficiency with computer software programs
9. Ability to create and/or edit written reports
10. Ability to sell and influence others