

C y b e r B r e a k

April 27, 2007

Coming up next week:



RSVP TODAY!

The next staff development workshop will be on
Business Writing Basics (See Attachment for more info)

Friday, May 4th

12:30 – 4PM

W329

RSVP to Johanna at jgan@swlaw.edu by Tuesday, May 1st – 5PM

180 Ways to Walk the Customer Service Talk

By Eric Harvey and The Walk the Talk Team

(Available in the Personnel Library, W100 Conference Room)

What kind of business do you think you are in? Education, or Higher Education, is only part of the answer. The business we're in is the CUSTOMER SERVICE business. It is the Customer (student) that pays our salary and gives us a job; therefore, in order to grow professionally and personally, we owe it to the students, the school, and ourselves to provide excellent customer service. It is not enough to simply know how to serve customers, you have to practice it.

Here are some of tips of the 180 ways to help you excel in customer service:
"2. DON'T LET THE CUSTOMERS FEEL INVISIBLE. Acknowledge walk-up customers immediately – even if it's only to say, 'Thanks for coming in. I'll be able to help you in just a moment.'" People will be more willing to wait patiently if you act like you know they're there.



72. LEAP into handling customer complaints:

LISTEN – Focus on understanding their concern

EMPATHIZE – Imagine yourself in their shoes

ACKNOWLEDGE – Tell them you understand

PAMPER – Go the extra mile to make it right

90. Is the customer always right? It's probably safe to assume that the customer is right as much as you're the customer. But that really doesn't matter anyway. The fact is, the customer is always the customer. And it's your job to help them always *feel* right!"

As quoted from Barbara "BJ" Hateley, "Remember that who you're *being* is just as important as what you're *doing*. Focus on the ATTITUDE behind your behavior. You can have decent service skills and techniques, but if your attitude is out of whack, the behaviors will be close to meaningless."

"Sow good services; sweet remembrances will grow them."
Madame de Stael, French author (1766 - 1817)

FEEDBACK: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to Johanna Gan at jgan@swlaw.edu