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Customer Service @ The ILRC

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Customer Service@ The ILRC

ILRC Student Orientation

Marcy Pride

August 22, 2009



Why We Give Great Customer Service

- Johnny's Story

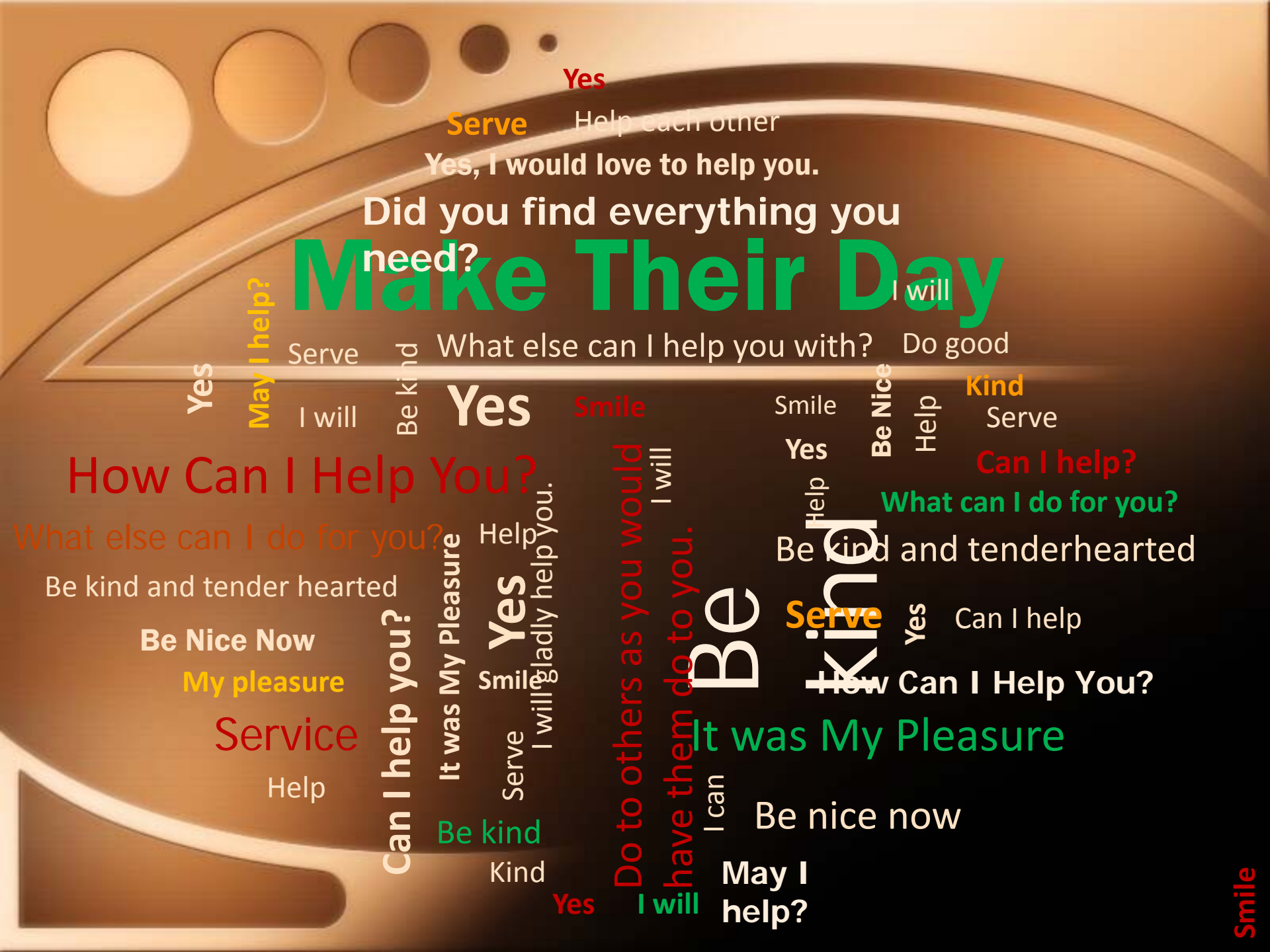
<http://www.stservicemovie.com/>

Servant Leadership

- Matthew 20:25-28
- KJV:
 - ²⁵But Jesus called them unto him, and said, Ye know that the princes of the Gentiles exercise dominion over them, and they that are great exercise authority upon them.
 - ²⁶But it shall not be so among you: but whosoever will be great among you, let him be your minister;
 - ²⁷And whosoever will be chief among you, let him be your servant:
 - ²⁸Even as the Son of man came not to be ministered unto, but to minister, and to give his life a ransom for many.

Equipping You to Serve

- Ephesians 2:8-22
- NIV:
- ...¹⁹Consequently, you are no longer foreigners and aliens, but fellow citizens with God's people and members of God's household, ²⁰built on the foundation of the apostles and prophets, with Christ Jesus himself as the chief cornerstone. ²¹In him the whole building is joined together and rises to become a holy temple in the Lord. ²²And in him you too are being built together to become a dwelling in which God lives by his Spirit.



Yes
Serve Help each other
Yes, I would love to help you.
Did you find everything you
need?
Make Their Day I will

Yes
May I help?

Serve Be kind What else can I help you with? Do good
I will

Yes

Smile

Smile
Yes
Be Nice
Help
Kind
Serve

How Can I Help You?

What else can I do for you?

Be kind and tender hearted

Be Nice Now

My pleasure

Service

Help

Can I help you?

It was My Pleasure

Yes
Smile
I will gladly help you.
Serve

Be kind
Kind

Do to others as you would
have them do to you.
I will

BE

It was My Pleasure

Be nice now

May I
help?

Be kind and tenderhearted

What can I do for you?

Can I help?

How Can I Help You?

Smile

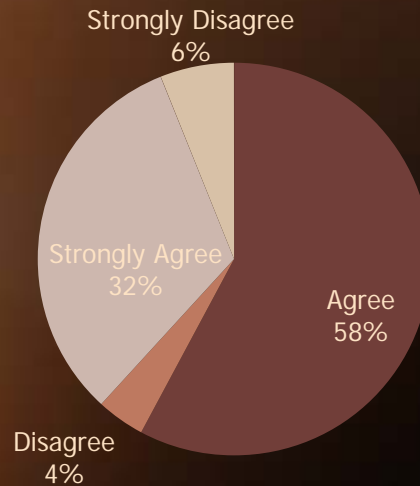


Great Customer Service

- Define "customer"
- Customer Service
- Why it's important
- How we give it

What OUR Customers Say about the ILRC

The ILRC staff provides competent, friendly service.





Sarcasm & Indifference

Are not services offered here

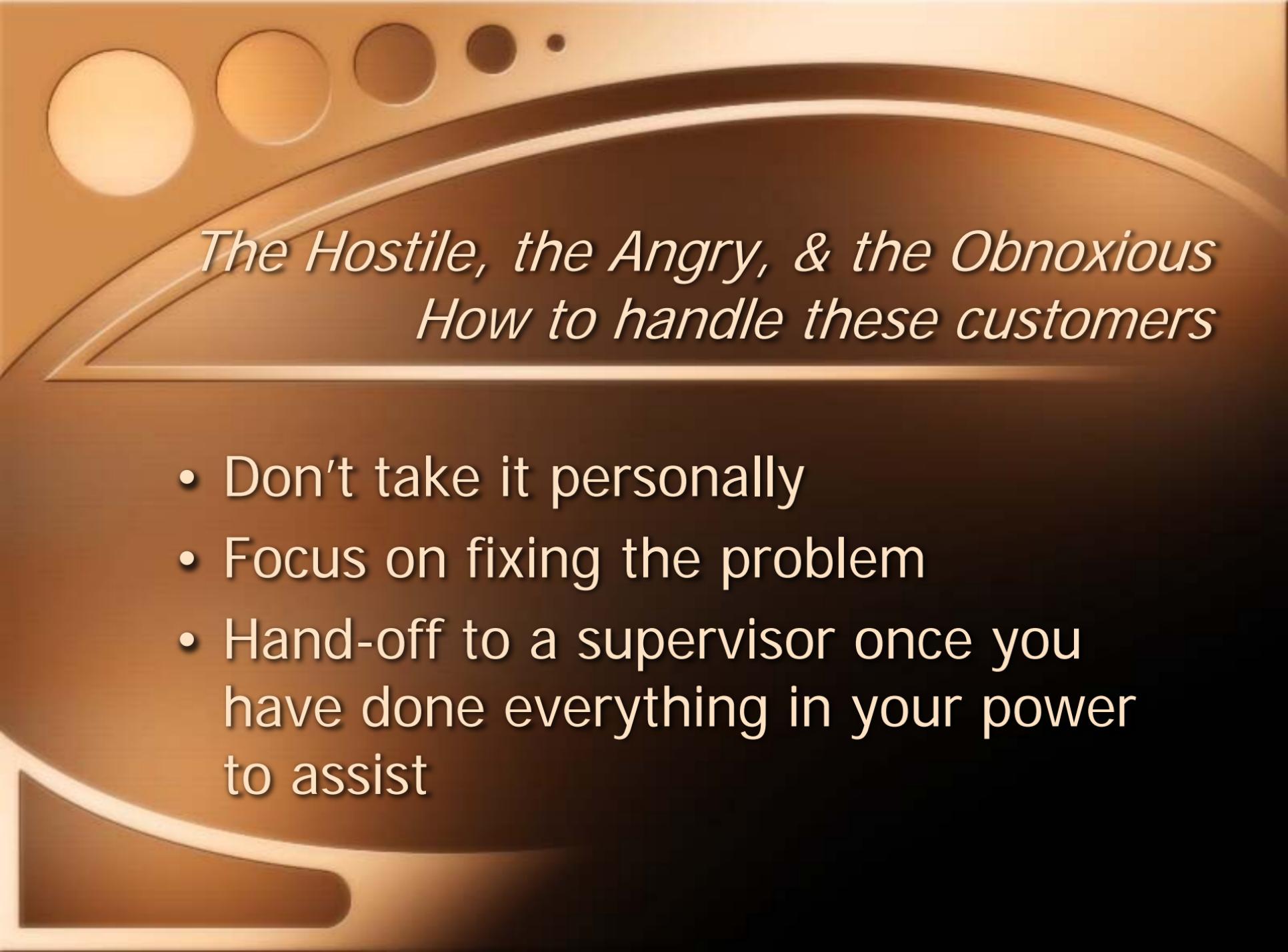


We Make their Day!!

- Each Person
- Every Encounter

Customer Creed

- The customer is our reason for being here
- It takes months to find a customer, seconds to loose one
- Always courteous and polite during each contact
- Always do more than is expected when you handle a customer's problem
- Never promise more than you can deliver
- Continually look for ways to improve quality and add value to service for OUR customers



The Hostile, the Angry, & the Obnoxious
How to handle these customers

- Don't take it personally
- Focus on fixing the problem
- Hand-off to a supervisor once you have done everything in your power to assist

The background of the slide is a stylized, metallic-looking telephone handset. The handset is oriented horizontally, with the receiver on the left and the base on the right. The receiver has four circular buttons of varying sizes. The entire handset is rendered in shades of brown and tan, with a gradient that gives it a three-dimensional appearance. The title "Telephone Etiquette" is written in a white, italicized serif font, positioned in the upper right quadrant of the handset's body.

Telephone Etiquette

- Put a smile in your voice
- Start of with your name, your department, the question "How may help/serve you?"
- If you can not help them, refer them properly and offer to transfer them

Exercise

- Don't Say this...
- No problem
- He went to the bathroom
- Are we through yet ?
- "Honey" or "buddy" or "lady"
- Well it's really not my problem
- Yeah, Yeah, I'll get it
- Do say that...
- It will be my pleasure or I'd be happy to
- He's unavailable
- Will there be anything else ?
- Customer's name
- I understand how this is frustrating
- I'll take care of that for you



Seven Steps to WOW! Customer Service

1. Commitment --apply yourself and go out of your way to be helpful
2. Enthusiasm --Show an interest in your job
3. Intelligence -- customers rely on our knowledge
4. Creativity --think "outside the box"
5. Pleasantness --friendly approach brings out the best in customers
6. Attentiveness --listen carefully
7. Flexibility --show a willingness to do whatever it takes