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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:
  
  25 But 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.
  
  26 But it shall not be so among you: but whosoever will be great among you, let him be your minister;
  
  27 And whosoever will be chief among you, let him be your servant:
  
  28 Even 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:
- “… Consequently, you are no longer foreigners and aliens, but fellow citizens with God’s people and members of God's household, built on the foundation of the apostles and prophets, with Christ Jesus himself as the chief cornerstone. In him the whole building is joined together and rises to become a holy temple in the Lord. And in him you too are being built together to become a dwelling in which God lives by his Spirit.”
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.

- Strongly Agree: 32%
- Agree: 58%
- Disagree: 4%
- Strongly Disagree: 6%
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 lose 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
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