

A New Look at Customer Service

The Glacier Way



How does Glacier enhance it's customer service?

Operations

Products

People

Culture

Agenda

- ❑ What is a Customer?
- ❑ Who is a Customer?
- ❑ What do Customers Want?
- ❑ What is Customer Service?
- ❑ How can we Enhance our Customer Service?
- ❑ The Glacier Way!

What is a Customer?

- One that buys goods or services.
- An individual with whom one must deal.
- Two Types of Customers:
 - External
 - Internal

Who are my Customers?

External

- Applicants
- Residents
- Vendors
- Industry
- Neighbors
- Civil Servants
- Property Owners

Internal

- Employees
- Co-Workers
- Supervisors
- Principles

What do Customers Want?

- Listen to me
- Know more than I do (about your product or service)
- Be easy to work with
- Give me what I came for
- Smile
- Tell me your name
- Acknowledge my presence
- Don't treat me like I'm an interruption
- Show me you care
- Don't waste my time
- Be honest
- Offer alternatives if you don't have what I want
- High quality and low prices
- Don't try to sell me. Just help me
- Do what you say you're going to do
- Keep me informed

What is Customer Service?

- *"Customer Service is providing value added services to external and internal customers, including attitude, knowledge, support and quality of service in a timely manner"*

What are the Benefits of Customer Service?

- Builds and strengthens relationships.
- Profitable for all parties.
- Creates results.
- Enhances self worth

How can We Enhance our Customer Service?

- Better Communication
- Consistent Follow Through
- Exceeding Expectations
- Great Attitude
- Increase our Service

How can we Improve our Communication?

- Be a good listener.
 - You can have a greater effect on others by the way you listen than by the way you talk.
 - Understand that people want to feel heard more than they care about whether you agree with them.

- Give your complete attention and clarify:
 - Tell me more about your issue/needs.
 - What is it about XXX that concerns you?
 - I'm interested in what you've just said. Can you tell me a little more.
 - What would have to happen for you to be more comfortable with XXX?

How can we Improve our Communication?

- ❑ Acknowledge inconvenience or frustration and offer a timeline to solve the problem..
- ❑ Don't take another person's reaction or anger personally,
- ❑ Look for common ground instead of focusing solely on differences.
- ❑ LISTEN - LISTEN - LISTEN

How to Improve Follow Through

- Organize thoughts and activities well
- Write it down – Task Lists
- Do not operate in crisis mode
- Know who needs to be in the loop
- Be accountable for our actions – No excuses
- Use good judgment and think through the consequences of our actions.
- Do what needs to be done now. No procrastination!

How can we Improve our Attitude?

- Choose to practice optimism ... it's contagious.
- Choose to be a positive influence on those around you.
- Choose to bring out the best in others by always looking for the good in them.
- Maintain a sense of perspective ... and humor.

How can we Improve our Attitude?

- Become a problem-solver. Focus on the solution.
- Manage our stress and stay relaxed.
- Treat others as *they* would want to be treated.
- Openly offer praise, thanks, apologies, and support.
- Smile!

The Way to Success is to Increase Your Service

- Remember that your rewards in life are in exact proportion to your service. Increase your service to others and your rewards will increase in proportion.

- Give a larger percent of your capabilities and talents to serve the customer.

The Way to Success is to Increase Your Service

- Treat others in every facet of your life as you want others to treat you.**

- Find some way every day in which your efforts can be improved to benefit the customer.**

The Glacier Way

Increase

Your

Service