



## Customer Service Notes for

### **5 Factors That Can Improve Your Customer Service**

Below are five factors that can enhance the service you provide to participants and co-workers.

**Professionalism** – Whether it is in person, on the phone, or via e-mail, demonstrating professionalism will help you stand out as someone who provides stellar service. This could include your tone of voice, the words you use, how you dress, or even how neat your workspace is.

**Being Prepared** – By preparing for working with participants, you will show that you value their time and know what you are doing. If there are forms you know a participant needs to complete, have them ready for the person to complete. If you are working to resolve a problem the participant has, research the participant’s history so you can be familiar with their situation.

**Work Ethic** – Having a strong work ethic shows that you care about your job and the participants. It also shows that you care about your co-workers. Finishing up paperwork so that it is not left for your co-worker the next day shows your willingness to provide good internal service.

**Positive Attitude** – While it’s not always easy, maintaining a positive attitude, both with participants and co-workers, enables you to stand out in a positive way. Simply smiling more and demonstrating positive body language are signs of an employee with a positive attitude. It is especially important to maintain your positive attitude during times of change, when resolving participant problems, and when working with challenging participants.

**Correcting Mistakes** – At some point, everyone makes mistakes. The difference between good and bad service is how we respond when we make a mistake. Do not become defensive or blame others. Instead, apologizing and working quickly to rectify the mistake will demonstrate your effort to correct it. Sometimes, when you respond to a mistake appropriately, it can actually enhance our service with participants – a concept called service recovery.

The above 5 factors do not necessarily require special talents, and all of us can work on them. By demonstrating them, your participants and co-workers will appreciate the corresponding quality customer service you are providing to them.

#### **Questions for Reflection**

1. Do you generally maintain a positive attitude with participants and co-workers?
2. Do you demonstrate a strong work ethic and help out other co-workers?
3. Do you avoid getting defensive and work to resolve mistakes promptly?