

# Customer Service Notes for *wic*

## ***Congratulations!***

Congratulations on the 50<sup>th</sup> anniversary of WIC and all you do to make the program successful. We would like to recognize the terrific work you do and the awesome service you provide participants.

Specifically, we appreciate...

...when you work as a team to meet participants' needs.

...that you put forth extra efforts when you need to work with challenging participants.

...that you establish rapport and make new participants feel welcome.

...when you go above and beyond the call of duty to exceed participants' expectations.

...that you help to make participants for whom English is not their first language more comfortable.

...that you are flexible and adapt to change.

...when you smile and demonstrate a positive attitude.

...when you assist your co-workers and supervisor.

...when you acknowledge a participant when she or her enters the office.

...when you complete a visit in a timely manner.

...when you apologize if there is a delay in seeing the participant (e.g., shortage of staff).

