

Script for In-Person Customer Service

1) Make a promise and KEEP it.

Not plan to keep them. Will keep them. Reliability is one of the keys to any good relationship, and good customer service is no exception. If you say, "I'll get back to you with an answer by Tuesday", make sure you call the customer back on Tuesday.

Instructions for being responsive to the customer:

If you're not able to resolve the problem while the person is in your office, provide them a response time (start with one business day unless it will be more complex) and write it down on your business card and provide to the customer.

- a. Use a tracking system to track requests so that you are able to manage caseload and follow up. One possibility is utilizing Outlook Task Manager.
- b. Follow up with the customer at the expected time even if you do not have all of the answers.
- c. Make sure that you keep following up with the customer until you have completed all of the research and are able to provide them with an answer.

2) Listen to your customers.

Is there anything more exasperating than telling someone what you want or what your problem is and then discovering that that person hasn't been paying attention and needs to have it explained again? From a customer's point of view, I doubt it. Let your customer talk and show him that you are listening by making the appropriate responses, such as suggesting how to solve the problem.

3) Deal with complaints.

No one likes hearing complaints, and many of us have developed a reflex shrug, saying, "You can't please all the people all the time". Maybe not, but if you give the complaint your attention, you may be able to please this one person this one time - and position your department to reap the benefits of good customer service.

5) Train your staff (if you have any) to be ALWAYS helpful, courteous, and knowledgeable.

Do it yourself or hire someone to train them. Talk to them about good customer service and what it is (and isn't) regularly. Most importantly, give every member of your staff enough information and power to make those small customer-pleasing decisions, so he never has to say, "I don't know, but so-and-so will be back at..."

6) Take the extra step.

For instance, if someone walks into your office and asks you to help them find a building or department, don't just say, "It's across from the E. Cullen fountain." Lead the customer to the building or department. Better yet, wait and see if he has questions about the building or department, or further needs. Whatever the extra step may be, if you want to provide good customer service, take it. They may not say so to you, but people notice when people make an extra effort and will tell other people.

If you are not able to assist the customer and need for the customer to see a UH colleague:

- a. Call the colleague and introduce the problem and customer to the UH colleague.
- b. If you are able to contact the UH colleague, ask if they are available to meet with the individual or assist them over the phone.
- c. If you are not able to talk with the colleague, leave a voice mail or e-mail the colleague and let them know that the customer will be contacting them.
- d. Provide directions and contact information for your colleague to the customer. If in the same building or floor and the opportunity presents itself offer to walk the customer to the location.

7) Throw in something extra.

Whether it's a pen, a business card, a genuine smile, or a thank you people love to get more than they thought they were getting. And don't think that a gesture has to be large to be effective. A small thing, but so appreciated.

8) Dress Professionally and Give Your Information Impact. When you dress professionally and your information is believable because you look like you know what you're talking about. When you wear your nametag, you are also more approachable because you look like you belong at the university.

1. Wear ID badge at all times
2. Dress Code: Unless an employee is required to wear a uniform, no halter tops, jeans, flip flops, tank tops, athletic gear or athletic shoes.
3. Casual Fridays: Appropriate casual Friday dress includes a button-down departmental short-sleeved or long-sleeved dress shirt with khaki slacks or a dark-wash jean.
4. Student workers may wear nice jeans and a UH Shirt and should also wear their name badge as well.