



## Hamilton County HRD's Follow-Up Flash: *Customer Service*

O  
C  
T  
O  
B  
E  
R  
  
2  
0  
0  
3

### Always treat your customers with respect.

Remember to:

- **Focus only on the customer when interacting with him or her.** Don't get distracted. Try to only look at and listen to the customer, not to other things that are going on around you.
- **Use your body language, facial expressions, and voice to show respect.** Stand or sit up straight, make eye contact, smile, and use a pleasant tone of voice.
- **Be prompt and conscientious of your customers' time.** We're all busy — even your customers. So do whatever you can to help them promptly.
- **Keep your promises to customers.** Always make promises that you *know* you can keep. For example, if you think you can send something to a customer this afternoon, promise to send it by tomorrow afternoon. That way, if the unexpected happens, you've still got time to fulfill your promise.

This can help:

*Imagine that each customer you're serving is somebody that you know and want to make a good impression on. How would you treat a friend, a neighbor, or a relative who needed service from your organization?*

*Treat each customer that way.*

Tell us . . .

What did you learn in the *Customer Service & the Telephone* class or the *Customer Service & the Irate Customer* class that helps you the most?

Why has it been helpful?

Please e-mail your responses to [laura.maus@hamilton-co.org](mailto:laura.maus@hamilton-co.org)

**How will I remind myself each day to treat my customers with respect?**

