

Customer Service

People Before Paperwork

Have you ever walked up to a customer service counter and the receptionist at the desk doesn't look up, doesn't acknowledge your presence, and simply continues working on the pile of papers they have in front of them? How did that make you feel as a customer of that company? Insignificant, unimportant, and not worth their time to say the least. That is why it is necessary to put "People before Paperwork!"

It is convenient for us to finish working on the paperwork in front of us, rather than drop everything and service the customer. Let's face it, once you're on a roll it's hard to stop; and when we do, we often lose our place in task as hand. However hard it may be, control that urge to sift through paperwork when a customer, fellow employee, or vendor comes to your desk or calls on the phone.

We are all here to serve our customers as efficiently and effectively as possible at all times. Putting "people before paperwork" makes our customers feel respected, important, and valued.

So please remember, **People before Paperwork!** Our customers are not an interruption of our work, they are the reason for our work!



Want to Share a Customer Service Tip?

Please e-mail Lisa Doerger at lisa.doerger@hamilton-co.org if you would like to share a customer service tip that would be helpful for other Hamilton County employees to learn.

Thank you!

