



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

Baby, it's cold outside . . . But it's warm in here.

Don't add to the chill in the air!

- Make it your mission in January to greet each customer quickly and warmly.
- Take your time to clearly address each customer's needs and concerns. Remember, a little extra time upfront can save both you and the customer time in the long run.
- Ask questions (politely, of course!) to make sure you understand the customer's needs and that the customer is providing you with all of the information that you need.
- You're the expert, so use your knowledge to bring up issues the customer might not be aware of or might not think to address.
- End each transaction warmly. Ask what else you can help with, and send the customer off with a cheerful thank you and good bye. Your courtesy and kindness will warm someone on these cold winter days.

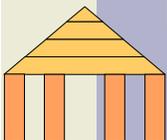
Remember, every customer interaction is an opportunity for you to do your best — for you to BE your best. Make the most of it in 2006!

Best wishes in the new year!



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Do you have a customer service tip that could help others?
Please contact Laura Maus at 946-4708 or Laura.maus@hamilton-co.org