



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

Seven Tips for Having a Positive Mental Attitude

We all want to provide great customer service, and we know how to do it! But how we feel can impact the service we provide sometimes. In the article at this link, the Telephone Doctor provides seven tips for having a positive mental attitude. Using these techniques can help us feel great and can help us respond to challenging customer situations in a positive manner, while providing the best service possible.

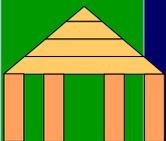
Check it out! You can find the article at this link:

<http://www.teldoc.com/newsletter/200505.asp>

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Do you have a customer service tip that could help others
or a success story to share?

Please contact Lisa Doerger at 946-4713 or Lisa.doerger@hamilton-co.org.