

EAP & PAP Newsletter

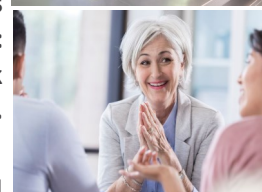
March 2022

Customer Service



Just about ALL of us are expected to provide some level of great customer service. You are expected to be an expert — of your business, industry, company, or team. How do you pass that expertise forward in order to sustain relationships with valued customers? Every organization has its own key points, tools, values-added items, and methods to positively interact with customers: past, present, and future. But the key for a company to be successful is sustainability. If you think of an NFL team, the winners do the same stuff over and over and do it better and better. Consistent. Sustainable. Winning. So what works?

Essentially there are some basic standard behaviors that are considered a strong foundation for all customer service interactions. Included in today's newsletter are a few items that come from two organizations that specialize in customer service. Since their PRODUCT is "customer service" they clearly strive to have the best set of tools available. Check out the lists from Indeed.com and The Telephone Doctor Customer Service Training and see how you can bring their expertise into your own Customer Service Skillset.



20 Customer Service Tips From Indeed.com

<https://www.indeed.com/career-advice/career-development/customer-service-tips>

1. Practice active listening.
2. Show empathy.
3. Remain impartial.
4. Always follow up.
5. Be personable.
6. Communicate clearly and often.
7. Avoid negative language.
8. Apply the CARP method.*
9. Take note of frequent complaints.
10. Be patient.
11. Close the conversation properly.
12. Initiate the first reply as quickly as possible.
13. Track your own metrics.

Customer Service Training By Nancy Friedman, TelephoneDoctor.com

<http://telephonedoctor.com/service-talk-2012/back-to-basics-good-old-common-sense-thoughts/>

1. "Please" and "thank you" always have been, and always will be, powerful words. Seldom overused.
2. "You're welcome" is the best replacement for "no problem."
3. "Sorry 'bout that" is not an apology. It's a cliché. "My apologies" is much better.
4. A frown is a smile upside down. Stand on your head if you must; but SMILE, darn it!
5. You cannot do two things well at once. Pay attention to the call or the customer.
6. One word answers on email or in person are considered cold and rude. Three words make a sentence.
7. Learn what phrases frustrate your customers. They're probably the same ones that bother you.
8. When was the last time you sent flowers to someone just because?
9. Drop a personal handwritten note to a client and just say "thanks for being a good client."



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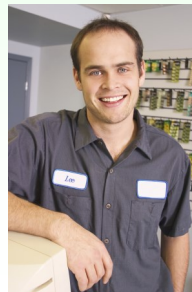
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20 Customer Service Tips (Continued) From Indeed.com

14. Connect customers with additional resources.
15. Talk to your coworkers.
16. Stay informed of company news.
17. Invite feedback.
18. Commit to continuous learning.
19. Make sure the customer feels in control.
20. Provide a consistent experience.

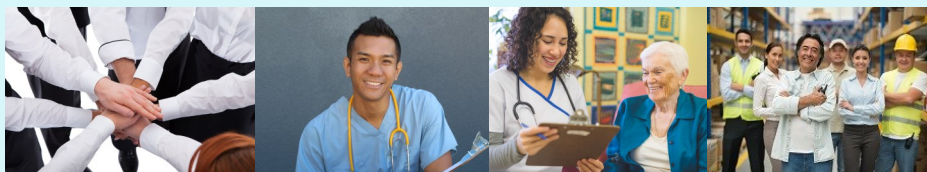


*CARP stands for a four-step process:

- Control the situation.
 - Acknowledge the dilemma.
 - Refocus the conversation.
- Problem-solve so the customer leaves happy.

Customer Service Training (Continued) By Nancy Friedman, TelephoneDoctor.com

10. "Hey how 'ya doing?" is not a great way to start up a conversation.
11. Out with friends or family? Put the cell phone away. Talk for 30 minutes. (If you remember how.)
12. Email manners? The same as phone and in person.
13. The old "don't tell 'em what you can't do; tell 'em what you can do" applies to most, if not all, customer interactions
14. Get excited!
15. Oh, and smile. That needed to be said twice.



Articles On Our Website

Did you know about all the resources available to you from your EAP's website? Here are a few examples:



5 TIPS FOR WORKING FROM HOME STRESS-FREE (PARENT'S EDITION)

This is an article written by James E. Porter, CEO of StressStop.com and is used by permission. When I started...

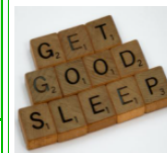
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Making the workplace an inclusive and affirming place for employees who are transgender, non-binary, and/or gender nonconforming...

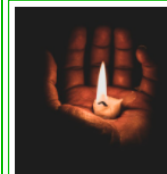
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EAP and PAP provide short-term confidential counseling and work/life services, provided to you by your employer, that can assist in identifying and resolving issues that may be interfering with your job or personal life. Access to our experienced counselors and work/life services is available across the Islands and can be contacted by phoning or emailing our Honolulu office.



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