The New Basics of Professional Customer Service

Presented by Andrew Sanderbeck

Learn something new everyday
FLORIDALIBRARYWEBINARS.ORG
• Professional customer service expectations from the eyes of the customer and;

• A road map to creating new internal professional customer service expectations for your organization
The only way to know how customers see your business is to look at it through their eyes
~ Daniel R. Scoggin
How Do We Do That?

Ask

observe

SERVICE
Three Expectations of Professional Customer Service

Skill

Good Judgement

Polite Behavior
Skills

- Technical Skills
- Communication Skills
- Leadership Skills
What Technical Skills are Needed to Do the Job?
What Communication Skills are Needed to Do the Job?
What Leadership Skills are Needed to Do the Job?

5 Essential Leadership Skills

- Communication
- Motivation
- Positivity
- Creativity
- Feedback
Good Judgement

Common sense is not so common.

— Voltaire

Good judgement is the result of experience and experience the result of bad judgement.

~ Mark Twain
Good Judgment

Orientation
Good Judgment

Orientation

Information
Good Judgment

Orientation

Information

Analyze
Good Judgment

Orientation

Information

Analyze

Decision
Good Judgment

Orientation
Information
Analyze
Decision
Action
Evaluate
Learn/Grow
Polite Behavior
What Does Polite Behavior Look Like To You?

THANK YOU
I'M SORRY
PLEASE
EXCUSE ME
Kindness and politeness are not overrated at all. They’re underused.

- Tommy Lee Jones

One of the greatest victories you can gain over someone is to beat him at politeness.

- Josh Billings

It's impossible to expect polite behavior from people who've never witnessed it.

Kathleen Parker
A road map to creating new internal professional customer service expectations for your organization
MIND THE GAP

STEPS IN A GAP ANALYSIS

- Identify the current state
- Identify where you want to go
- Identify the gaps
- Bridge the gap

PROJECT MANAGER
Three Expectations of Professional Customer Service

- Skill
- Good Judgement
- Polite Behavior
Skills

• Technical Skills
• Communication Skills
• Leadership Skills
What Technical Skills are Needed to Do the Job?
What Communication Skills are Needed to Do the Job?
What Leadership Skills are Needed to Do the Job?

5 Essential Leadership Skills

- Communication
- Motivation
- Positivity
- Creativity
- Feedback
Good Judgment

Orientation

Information

Analyze

Decision

Action

Evaluate

Learn/Grow
Polite Behavior
What's One Thing You Can Do To Build More Professional Customer Service?

Start by doing 1 push up.  
Start by drinking 1 cup of water. 
Start by paying toward 1 debt. Start by reading 1 page. Start by making 1 sale. Start by deleting 1 old contact. Start by walking 1 lap. Start by attending 1 event. Start by writing 1 paragraph. Start today. Repeat tomorrow.
Thanks for Attending!!