CUSTOMER SERVICE TIPS

It’s All in the ATTITUDE

The difference between good customer service and bad customer service is often a single word: ATTITUDE. Our attitude – good or poor – will be more important than the actual answers we give and the actions we take. While we need to give the right answers and take the appropriate actions, our customer interactions will be most affected by the attitude we display.

- Someone with a positive attitude will attempt to help, even if they don’t have all the answers. They will find someone to help or will seek out an answer. People notice that.
- Someone with a poor attitude or a negative attitude will see a request for help as a bother or something that interferes with their "real" work. And, again, people will notice that type of attitude as well.

Ultimately, we choose our own attitudes. When we focus on being positive providers of service, we present a positive image for others, including our customers, to see and emulate. A positive attitude is contagious.

How’s Your Attitude?

Honestly answer True or False for each statement to determine how positive and upbeat your attitude.

1. When you’re thinking to yourself, you tend to use positive words and encouraging phrases.
2. You tend to think about your strong points more than your weak points.
3. You are usually the first person to give out a compliment.
4. When talking to strangers, you tend to smile and try to sound friendly.
5. You find it easy to forgive people and forget about the bad things that have happened to you.

The more True answers the more positive your attitude.

Sources: Kelley Services, itstime.com, blogthings.com

Today’s Customer Service Quote

If you don’t like something, change it. If you can’t change it, change your attitude.

Maya Angelou

COMING NEXT WEEK: How to Achieve and Maintain a Positive Attitude
Ellen R. Ricoma
Director of Quality Assurance
Student Success and Retention Program
P.O. Box 7013 - 121 Moss Hall
803.516.4979