Motivating Co-Workers to Deliver Great Service

Providing great customer service to others begins at home. How we treat our fellow employees and how well we work together as a team significantly influence how we serve our external customers.

Effective teamwork is vital for the delivery of excellent customer service. How can we encourage and support our colleagues in our quest to deliver great service? These tips are suggested:

1. Treat all fellow employees with respect, appreciating everyone’s unique strengths.
2. Be sensitive to your co-workers’ responsibilities, deadlines and workload.
3. If a fellow employee comes to you for help, lend a hand whenever you can. If you are willing to help, your colleague will be likely to reciprocate.
4. If a colleague snaps at you or cuts you off, remember we all have bad days. Don't let anyone’s bad day interfere with the good job you have to do.
5. Don't lay blame. Everybody makes mistakes; be quick to forgive wrongs. Stress the positive and avoid the negative.
6. When a fellow employee helps you, say “thank you.” It may be part of his or her job, but everyone likes to feel appreciated. And the next time you are in a bind, that individual will be more likely to help you -- even if it’s not part of their job.
7. If a customer thanks you for your help, be sure to mention the other people involved. This makes you and SC State look good.
8. If a co-worker goes above and beyond the call of duty, give credit and mention it to their supervisor. Your colleague will be grateful and motivated.
9. Let your colleagues know they are an important part of the team.

After all, we’re all in this together. When customers evaluate how well we serve them, they are usually judging a department or the university -- not an individual. Let’s continue to support each other as we strive to give our very best to each and every customer.

SOURCE: Atanda Stella for ezinearticles.com
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