Great Customer Service = Being Nice + Being Helpful

Being **nice** means providing a pleasant and welcoming environment where our customers feel valued.

- Greet customers with a smile as they enter your office/area.
- Actively listen to their issues and concerns.
- Always remain positive in words and tone.
- Apologize for any inconvenience, and empathize with each customer’s situation.

Being **helpful** means being willing and able to provide information and assistance to address each customer’s needs.

- Know your job and the university in order to convey accurate information.
- Understand processes and procedures of related functions, and how your job fits into the “big picture.”
- Develop routines to quickly and effectively resolve common customer problems.
- Recognize that helping customers is your job.

Bulldogs tenacity means that we will go the extra mile to help our customers each and every day.

**Today’s Customer Service Quote**

“Do unto others as you would have them do unto you.”

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**Service Opportunities:**

- **October 25 - 29** Spring 2011 Advisement and Registration
- **November 1 - 5** Spring 2011 Registration Make-up Week

This is a stressful time for our students. Please do all you can to help them complete registration.

**COMING NEXT WEEK:** Are students really customers? Who are our customers?

Questions or comments? E-mail us at ericoma1@scsu.edu or call 803-516-4979

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Ellen R. Ricoma  
Director of Quality Assurance  
Student Success and Retention Program  
P.O. Box 7013 - 121 Moss Hall  
SC State University  
803.516.4979  
ericoma1@scsu.edu