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Chicago Dept of Public Health



OFFICE OF VIOLENCE PREVENTION

Violence Prevention E-Brief

Good Customer Service is Violence Prevention

Most of us are somehow involved in service to the community. Our friends at the North Lawndale Symphony of Services through a Concert of Care offer an exciting training framework, **Be Our Guest**, for thinking about our own customer service skills. Chicago Safe Start staff are trainers in a complementary training called **Welcoming Places** developed by Ramsey County Health Department in Minneapolis, St. Paul.



What makes people happy and satisfied, feel respected and heard??

Efficiency- be organized; be sure people, supplies, furniture and traffic patterns allow for efficient movement.

Solving Problems- which means listening, empathizing, speaking calmly, offering options, realizing the visitor is always right...and if not right... they have rights!

Be Our Guest

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Welcoming Places

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Understand your guests

Needs Wants



Understand yourself

Stereotypes Emotions

Tool Box for Providing Great Customer Service!

Instead ofTRY THIS!

- I don't know...I'll find out!
- No...What I can do is...
- That's not my job....This is who best can help you
- You're right, this stinks...I understand your frustration, your problem
- You want it by when?...I'll try my best
- Calm down...I'm sorry this is not working out for you
- I'm busy right now...I'll be right with you
- Call me back...I'll call you back.
- Fill this out....let me know if you have questions about filling this out
- Can't you keep your child quiet?...this is a hard place for a child to be- would crayons and paper help?

One disgruntled customer tells an average of SEVEN people about his/her experience!

Seven Steps Approach

- Get your attitude right
- Let the customer talk
- Show that you empathize and are going to help
- Make sure you understand the problem
- Solve the problem
- Follow-up
- Take steps to fix the problem (s) that caused the problem!