

Customer Service Weeks Ideas

Jackie Witkowski	Our department has a month long schedule of events to celebrate Customer Service. This week is puzzles and gift baskets.	HCA - Client Support Services
Kathleen Sweet	As part of customer service week we were asked to write a hand written note to each member of our staff.	Amica Mutual Insurance Co.
Jackie Witkowski	As part of our department's Rewards & Recognition Committee it has been great fun planning for the October festivities. Each week we have giveaways puzzles games and we are having a "Family Reunion" themed picnic to enjoy a few hours off the phones. We also have peer awards all month long entitled "High Fve". A peer can recognize a fellow co-worker and a certificate will be posted for the entire month for all of the recipients.	HCA - Client Support Services
Robin Fabo	i wrote 35 personal notes this weekend for my team....and handed them out on Monday as the kick off to CSW....does that count? (It's a great customer service week idea; Robin shared this during Kirk's Know-Do activity.)	PR Newswire
Jennifer Woolley	I am writing 7 thank you letters for the closing of CS Week. I do it every year. (Same as with Robin)	Vail Resorts (HQ)

Chad Hymas - "What are some ways that customer service is demonstrated and not announced?"

Corinna Cervantes	Smile goes a long way	Lone Star College System
Melissa Mocadlo	Greeting the customer	Rinchem Company Inc.
Cathy Corkran	Anticipating and answering unasked questions.	Certainteed Corporation
David Lowe	Getting to know the person on the other end of the phone build a personal relationship	Northwoods
Kathy Linn	being positive	CSC/NASA
Diane Burton	body language...active listening	Seattle Cancer Care Alliance
Dawn Brown	using the customer's name	Western Carolina University
Jacque Rowden	assisting a colleague	Continuum
Sarah Harrison	Empathy	Logicalis
Rhonda Hendershot	Smile in your voice!	IMS Health
Mike Zezzo	Listening and delivering customer needs every single day	Sacramento Municipal Utility District
Stacy Smith	Ownership	Munich RE America Services Inc
Carolyn Ferrell	saying "we" not "they" when referring to your company	Blackbaud
Andrea Aerison	being available and open	United Health Group - Minnesota
Roberta Bennage	really listening the customer - showing understanding	Electronic Arts - EA
Steven Thorderson	Establishing rapport through friendliness and being genuine	University of Utah Healthcare
Melissa Mocadlo	follow-through	Rinchem Company Inc.
Renee Millette	Eye Contact	Northern Colorado Water Conservancy District
Sheldon Jones	Follow-up	Tulane University
Kimberly Adams	friendliness patient even keel	Douglas County School District
Robert Moncur	learn things about your customers and what is important to them	City of Saskatoon
Wendy Herrmann	Asking the customer if there is anything else you can assist them with before letting them go.	Sodexo

Joseph Miranda	greeting	Atlantic Health System
Margo Lindsay	taking the extra step without being asked	Russell Investments
Tom Lewis	Do for others the things that you don't HAVE TO do.	HDI
Melissa Mocadlo	listening	Rinchem Company Inc.
Deborah Nava	follow thru with promises to them	USF Health Information Systems - University of South Florida

Melissa Mocadlo	actively listening	Rinchem Company Inc.
Robert Moncur	pay close attention to what they are saying.	City of Saskatoon
Katie Hann	finding the root issue instead of just doing what the customer asks for	Pennsylvania Office of Administration
Jeremy Hohnstreiter	Follow-up with someone on something they mentioned to you in the past (connect with a topic of interest)	Emerson Process Management

Chad - How do you demonstrate your expertise in a non-ego like manner?

Kathy Linn	innovation	CSC/NASA
Joseph Miranda	peer to peer training	Atlantic Health System
Andrea Aerison	Share what you know	United Health Group - Minnesota

Wendy Herrmann	Keep doing what you do	Sodexo
Corinna Cervantes	offer research training	Lone Star College System
Lamont Bennett	Be a servant	AJG
Gregory Murphy	Just be myself.	Wildewood Consulting LLC
Gina McCarty	sharing inof	Ducharme McMillen
Tammi Soutar	answer questions when asked be happy to help with those questions...	Avera Health

Julie Thorndycraft	sharing.	Faegre Baker Daniels LLP
Kathy Linn	go above and beyond	CSC/NASA
Dawn Brown	confidence and compassion	Western Carolina University
carolyn pearson	Competant efficient service.	Hewlett Packard
Jackie Witkowski	Willingness to go the extra mile to bring results	HCA - Client Support Services
Kimberly Adams	content knowledge empathy patience	Douglas County School District
Gina McCarty	helping	Ducharme McMillen
Corinna Cervantes	sahring resolutions	Lone Star College System
Deborah Nava	by teaching the customer how to do things themselves	USF Health Information Systems - University of South Florida

Angie Tobin	mentor	Boeing
Renee Gaylor	share what you know with others help others learn more	SandRidge Energy
Lauren LaFortuna	help when they don't ask	ARCADIS U.S.
Susan Davidson	being a good example	Clemson University - CCIT
Paula Batton	continue learning and offer ideas for applying it	Duke University
Joseph Miranda	recognition	Atlantic Health System
Cathy Corkran	share what you know	Certainteed Corporation
Roberta Bennage	consistent level of service	Electronic Arts - EA
Harry Dimirjian	listen	Tecsys
Sheldon Jones	share	Tulane University
Kathy Linn	be kind	CSC/NASA
Diane Burton	be present.....	Seattle Cancer Care Alliance
Stacy Smith	enthusiasm and engagement.	Munich RE America Services Inc
Mike Zizzo	always be willing to act without being asked	Sacramento Municipal Utility District

Diane Burton	urgency & ownership	Seattle Cancer Care Alliance
Steven Thorderson	confidence	University of Utah Healthcare
Regina Jordan	Offering to help	Southwest Airlines

Gregory Murphy	Listen to their needs and respond	Wildewood Consulting LLC
David Lowe	teach and listen	Northwoods
David Lowe	compassioately listen and educate using real life examples	Northwoods
Harry Dimirjian	put a smile on their face	Tecsys
CYNTHIA SCHULLER	communication and guidance and sharing	
Andrea Aerison	don't tell but show and share	United Health Group - Minnesota
Dan Heredia	humility to serve. Put the person before you	AmerisourceBergen Specialty Group
Kimberly Adams	treat people with respect	Douglas County School District
Corinna Cervantes	enlist others who are also experts	Lone Star College System
Gregory Murphy	For me I never really think of it as 'demonstrating my expertise.' I just listen to people to understand their issue or concern perhaps fleshing it out with questions to gain more insight. Then I state my understanding of the issue and once this is confirmed offer options for addressing them. This can elicit more discussion and information that can change the recommendations. In the end we find the best solution together.	Wildewood Consulting LLC
Regina Mckinnon	Be consistent take ownership of the problem and listen	Wayne State University
Lorne Wakeham	treat them the way you'd want to be treated yourself	OFG
Roberta Bennage	treating each customer like they are the most important person - have each person believe they are the priority	Electronic Arts - EA
Andrea Aerison	I always show and share with my team and my customers. It creates a dialogue where we both ultimately learn and grow from it.	United Health Group - Minnesota

Ideas Shared During Kirk's session - many around how to build teams that are remote

The six questions to ask your team members	<ol style="list-style-type: none"> 1. What will keep you here? 2. What might entice you away? 3. What is most energizing about your work? 4. Are we fully utilizing your talents? 5. What is inhibiting your success? 6. What can I do differently to best assist you? <p>From Love 'Em or Lose 'Em</p>	
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Corinna Cervantes	brings me to realize ...just cuz someone comes to work doesnt mean they are happy with their job...	Lone Star College System
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The conversation during the 10-minute activity turned to working with remote teams. Below are some of the team

Mike Zezzo	annual get togethers...	Sacramento Municipal Utility District
Michael Bussey	video group chats	Wake Technical Community College
David Lowe	all go see the same movie at different theatres...then discuss in chat	Northwoods
David Lowe	helps with bonding - sometimes it is self-pay, sometimes it is a company paid event	Northwoods

Paula Batton	night at a arcade place (had fun with lazer tag and meeting everyone's family memebers also had dinner together afterwards)	Duke University
Tonya Sykes	We played team mini golf.	Tech Data Corporation
Jeremy Hohnstreiter	Though remote I still hand write notes and send via mail - yes there is a delay in them receiving (from Texas to Phillipines) but it is still very meaningful and time well spent.	Emerson Process Management
Michael Bussey	we all went bowling	Wake Technical Community College
Maggie Morrison	We are currently working on a Wordle for each team member. Create an online survey that says "Enter two words that describe Johnny James." Everyone in the team fills it out about their teammates. Someone takes all of the descriptive words and enters them into a Wordle for each person. Print them out and give to each team member to keep.	University of Wyoming



Paula Batton	for the arcade thing.. company paid for 2 passes to any event (lazer tag and go-carts) Manager paid for appetizers	Duke University
David Lowe	individuals paid for extras and dinner (Movies) so Pacific Rim The Social Network and an all day Avengers marathon to name a few	Northwoods
Dawn Brown	We're going bowling tomorrow night! Employees and families.	Western Carolina University
Kathleen Sweet	today we did a minute to win it competition.	Amica Mutual Insurance Co.
Paula Batton	We also have a game night planned where all families have a cookout and just play trivia pursuit/ or scene it	Duke University
Deborah Nava	As Quality Assurance Analyst I give a lot of negative feedback so I'm always trying to remember to give positive reinforcement to them as well	USF Health Information Systems - University of South Florida
David Lowe	Pacific Rim turned into a good discussion about the value of a beautiful movie vs. a good story/plot	Northwoods
Carol Sloper	Did minute to win it with themed IT things for other employees to play to get to know our staff	Cheyenne County Hospital
Kathleen Sweet	No theme just fun minute long games	Amica Mutual Insurance Co.
Paula Batton	we did minute to win it as well... about once a month they are wonderful games (youtube the minute to win it games)	Duke University
Cathy Corkran	We did the Marshmallow Challenge on Monday.	Certainfeed Corporation