



# Customer Service Do's & Don'ts

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# Affiliation or Financial Disclosure

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# Objectives

- Identify types of customers and partners
- Offer tips in giving meaningful acknowledgement
- Provide a tool to share with your staff
- Respond to scenarios of poor customer service
- Explore shared ownership of customer service responsibilities as a potential norm

# Who are your customers and/or partners?

- Students
- Parents
- Vendors
- Administrators
- Media
- Custodians
- Co-workers
- ???

# Meaningful Messaging

- Think of appreciation as an attitude, more than an annual event
- Be sincere
- Tailor message to the receiver

# Which is the best?

- A. Thank you! Because of your ideas, we were able to improve our efficiency and increase usage.
- B. Thank you! Everyone loved having your spark and warmth during that tough discussion.
- C. Thank you! You influenced several on the team to participate in the review of our procedures.

# Motivational Styles and Clues

- Remember this is an oversimplified version
- We are blends of the options presented
- Preferences change when wearing different hats
- Use for tips on how YOU adapt to others

# AFFILIATION MOTIVATED

- Need to have good relationships with co-workers, clients, etc.
- Enjoy working in teams
- Think in terms of how people feel about their work
- Believe people are happy when no tension exists, and everyone is friends
- Believe rewards come from good relationships
- Measure success by how happy people are



# ACHIEVEMENT MOTIVATED

- Need to set measurable goals
- Want checkpoints along the way to check progress
- Like to make to-do lists and check off items
- Love to organize and systemize work
- Think in terms of numbers and individual parts of assignments
- Believe people are happy only when success can be measured
- Believe rewards should note specific, tangible achievements
- Can work alone easily (and sometimes prefer it)
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# INFLUENCE MOTIVATED

- Need to find ways to impact and influence others
- Measure success in terms of change and improvement
- Love to create something new; love to strategize
- Think in terms of how to improve services/products
- Believe people are happiest when they have made a difference
- Believe rewards come from innovations & problem solving
- Can work alone easily or form coalitions to get work done

# WHAT IS THE DISCONNECT?

| <i>EMPLOYEE SUSAN</i>   | <i>SUPERVISOR DEB</i>   |
|---|---|
| Confides that she is unsure if she is doing tasks accurately and fast enough. With no straight answer and as an older worker, she assumes she will get fired. | Confides how the office atmosphere is great, walk-ins feel welcomed, tasks get done in-between. Couldn't be better. |
| “How am I doing?”   | “Great! Everyone loves having you here.”  |

# Which motivation style fits?

- A. Thank you! Because of your ideas, we were able to improve our efficiency and increase usage.
- B. Thank you! Everyone loved having your spark and warmth during that tough discussion.
- C. Thank you! You influenced several on the team to participate in the review of our procedures.

# Packaging Your Ask

Position yourself as a partner vs. needy program

- Be clear on what you want or need
- Identify what you have to offer
- Explain why you would be a good partner
- Identify impact

# Dealing with Mistakes

Your response defines you and your reputation

- Acknowledge and apologize
- Correct the mistake in a timely manner
- Communicate the correction and changes that will prevent it in the future

# Having fun with scenarios



# Outline: Staff Activity on Customer Service

1. Break into groups
2. Give scenario. Groups discuss for 5 minutes
3. Share lessons learned

*(All can have same scenario or different scenarios)*



# Scenario #1 New Coworker

You are a new employee that recently finished orientation and learning food safety procedures. On your second day, you see a coworker rinsing their hands and not using soap.

- What could you do???
- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# Scenario #2 Others Talking About An Unmotivated Coworker

You happen to walk by and overhear a couple of coworkers complaining about another coworker not doing their part and not being fun to be around. What could you do?

- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# Scenario #3 Over-portioning

You are responsible for replenishing the service line and an employee is over-portioning fries. You are concerned about running out of food and the meal won't fit the required meal pattern. What could you do?

- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# Scenario #4 Classroom Pizza Party

A teacher that you don't know well hurries into the kitchen just before lunch asking for plates and napkins for a classroom pizza party. What could you do?

- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# Scenario #5 Field Trip

A few students are talking about the field trip they are going on for the rest of the day. You have no order for bag lunches. How do you handle the situation?

- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# Scenario #6 Donuts Sold in Hallway

Students are selling donut in the hallway. Their sign says they are raising \$ for a class trip. How do you handle the situation?

- What if you assume the worst?
- What if you assume there is more to the story and give the benefit of the doubt?

# More Tips on the Scenario Exercise

- Help small groups feel stretched and successful.
- Reinforce there are multiple good ways of handling scenarios.
- Customer service by one reflects on all.
- Mutual expectations can foster enforcement.
- Understanding 'why' can reduce resistance.
- Walk your talk!

# Thank you!

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