Customers and Staff

The following guidelines stress objectivity with our customers and avoidance of many pitfalls. How we feel about our job and ourselves has great impact on our ability to effectively serve our customers. Also, employees need to look at themselves honestly. If the employee is content and satisfied, this increases the likelihood of exhibiting positive respectful attitudes to our customers.

- For Customers
- Job Satisfaction
- Stress Management
RESPECT

**R in ARCH is for Respect!**

CUSTOMERS AND STAFF

Respect is showing regard or esteem for the College Community that ETS serves and recognizing that as we do our jobs we should also treat everyone with concern. Often respecting customers evolves from being respected and respecting each other.

RESPECT

“Success consists of doing common things of life uncommonly well.”

-Anonymous

- Follow the 3Rs. Respect for self, respect for others, responsibility for all actions. We cannot give to the universe what we ourselves do not have. Respect for yourself is key to acknowledging your talents, your abilities, and your contributions. It is in recognizing our sense of self-worth that we are able to respect others. It is in respecting others that we attract good things to ourselves; and taking responsibility for all of our actions connects us to the next level of success.

- Respect and acknowledgement go a long way. We are all more than our jobs. Acknowledge your employees for being who they are as people—not only for their technical abilities. Demonstrate your respect for them by treating them with dignity. Set the tone that your employees matter. Treat them as you would want your own family members treated by their employers. The golden rule is still in force, even in the workplace. Successful supervisors earn employees’ respect and trust by respecting and trusting them. Successful supervisors give their employees trust, respect, and privacy.

- Whenever a customer comes face to face with you let them know somehow that you know that they are there.

- Respect is at the heart of building business relationships. It is the glue that holds together the functioning of teams, partnerships and managing relationships. (Up and down, peer-to-peer, internally and externally). Respecting the right to differ is a concept like apple pie and motherhood. We all agree with it but can we truly foster it?

- All people do not communicate in the same fashion. There are many inventories available to identify differing styles. Once you understand a person’s style, this knowledge can lead to respect, not conflict.
RESPECT SERVICE GUIDELINES:

R in ARCH is for Respect!

Respecting Our Customers

- Listen and treat customers the way you would like to be treated.
- Respect that the people we serve also have needs.
- Customers respect us when we fulfill our commitments.
- Respecting customers gives us the ability to look at situations calmly and come up with the best solution(s) for all parties.
- Customer feedback can transform customer service.

Job Satisfaction Helps Create Respect

Employees like to feel welcome in an environment and appreciated for their efforts. Leaders create the environment with which employees become self motivated. Respect and appreciation is one of the factors that create the motivation and commitment to successful customer service. Though this section is written to generate motivation to create a productive work environment, the principles can also be applied to the customer service we provide.

What employees really need to stay motivated and productive

- Treat employees and colleagues well.
- Generate respect, patience and tolerance for your employees.
- Give positive feedback. Look for the good in all employees.
- Competent, honest, caring, supervision and management.
- Reward appropriate behavior.
- Discover what employees want.
• Ask employees to participate in development.
• Be sure to say “thank you.”
• Goals: set realistic goals on a regular basis.
• Communicate clearly.
• Model behavior that you expect.
• Walk the talk.
• Open the doors to suggestions.
• Create a desire to participate in the workplace. Inspire “I want to come to work!” feelings in employees.

Ways to measure the effectiveness of your efforts with staff

• When employees mimic you.
• When employees are happy.
• When employees are cooperative.
• When employees ask for more responsibility.
• When group meetings are informative and interactive.
• When employees open up to you and confide in you.
• When employees ask for your opinion.
Secrets to getting great results and gaining cooperation

- Remain level headed and calm.
- Work with employees to find creative solutions when problem solving.
- Provide information that is correct.
- Look for the good in employees.
- Attend the first meeting of a committee and express your appreciation for their involvement.
- Recognize peers for the help they or their staff have given you.
- Say hello to your employees when you pass by their work areas.
- Say thanks to your employers or your boss when they have done something to help you.
- Write a letter of thanks to your employees to recognize accomplishments or contributions.
- Respect your staff when a customer is unhappy. You may want to please a customer when there is a disagreement but don't lose sight of your staff. Reinforce your support for your staff.
- Remember that incidents with customers are learning grounds for everyone. Teach your staff how to learn from negative experiences.

What matters most to an employee?

- Appreciation of work done.
- Feeling ‘in’ on things.
- Sympathetic help on personal problems.
- Good wages.
- Work that keeps the employee interested.
- Promotion and growth in company.
• Personal loyalty to employees.
• Job security.
• Good working conditions.
• Tactful disciplining.

Strategies for avoiding burnout

• Will it matter a year from now?
• Attitude.
• Attitude + Behavior = Choices.
• Accept the things you cannot change.
• Maintain a proper diet.
• Exercise regularly.
• Enough time for relaxation.
• Hire well: hire people that enjoy what they do.
• Maintain customer-friendly attitude.

Stress Indicators in Employers/Employees

• Lose focus.
• Disorganized.
• Eat.
• Tension in the body.
• Let it out on family members, impatient
• Sleep disorders.
• Increased absenteeism.
• Burnout.
• Increased employee turnover.
• Difficulty in hiring employees.
• Decreased morale.

Strategies for Surviving Stressful Days

• Attend ETS Professional Development Training Sessions on Stress Management.

• Immediate stress relief: exercises, deep breathing, face crunch, tense and release, smile, body sway.

• Keep priorities straight.

• In five years, will it really matter?

• Identify stressors. Don’t enjoy job, don’t make enough money, unhappy with geographical location or hours? Find successful coping skills to address these issues.

• Maintain a customer friendly attitude.