

Developing a Customer Service Statement

1. Get the customers what they want, how they want it, on time and with a smile.
2. Having a good attitude is not optional: you can't turn it on for patrons and off for staff.
3. Treat each other well and you will find that treating customers nicely becomes easier.
4. Follow the Golden Rule, always. Even better - go Platinum:
"Treat others the way they want to be treated."
5. Everything you do in front of customers means something (whether you mean it or not).
6. No department or person has a monopoly on the definition of customer service.
7. Poor customer service drives people away. No customers, no library. No library, no job. No job, no food.
8. If you don't want to be there, it will show.
9. Be professional; take customer service seriously.
10. If you don't like helping people - all kinds of people - then don't enter a service profession.
11. Customer service is a process, not a goal.
12. Every interaction with a patron is an opportunity to convince someone that the library is indispensable.
13. Listen to your customers, listen to each other.
14. Don't expect great customer service if you don't encourage it, promote it, reward it and thank staff for it.
15. Welcome customer suggestions sincerely.
16. Treat customer complaints as opportunities to get better. Don't take it personally, either.
17. Don't hide behind policies and procedures. Empower staff to make exceptions.
18. Ruthlessly seek out unintended, negative consequences and barriers to customer service.
19. Be active, get out of your seat (get rid of the seat?), approach customers.
20. Say "thank you" and "please"