



Customer Service Notes for

How Attention to Detail Impacts Customer Service

As busy as WIC staff are these days, it is critical that their attention to detail be strong, as they are often multi-tasking and juggling multiple priorities. Attention to detail can mean the difference between a stellar or poor experience for participants.

If you don't already, consider keeping a daily To-Do List of things to be accomplished. The form of the list is not so important; utilize a format that works for you. Some employees prefer a note pad, while others use Outlook or their phone. Note on your list the higher priority items so that you ensure these are not forgotten.

When interacting with a participant, don't rely on your memory. Refer back to previous notes. Also take notes of key points that can serve as reminders. Guessing and asking Mrs. Jackson how her son Timmy is doing with his food allergies will not go over well with her if you are mistaking her for another participant.

When you are in a meeting with other staff, also be sure to take notes so that you can refer back to action items or key points. It is unproductive and can also be irritating for co-workers to have to respond to the same questions multiple times.

Be sure that you manage your email and don't let it manage you. Use folders and delete unnecessary emails to stay organized. Spell-check and proofread your emails so that you can catch typos or incorrect information. Also, double-check reports to ensure accuracy and correct formatting.

Keep your work space neat and in some kind of order. Having to wade through piles of paperwork to find a particular form in front of a participant does not send a message that you are organized. It may, instead, give participants an impression that you are sloppy, and they can make the leap that you are less concerned with providing stellar service to them.

Whether it is with a participant or a co-worker, your service will be enhanced when you have strong attention to detail. Things will be less likely to fall through the cracks and fewer mistakes will be made. Your co-workers may even come to view you as a "go to" person who "has their act together" and can be counted on to be organized. And, having good attention to detail can also keep you less stressed, as you will not become frazzled trying to find information.

Questions for Reflection:

1. Do you keep a daily To-Do List?
2. Do you write summary notes when meeting with co-workers or participants?
3. Is your work space neat and in some kind of order so that if you are out a co-worker could find something they needed?

