



Customer Service Notes for *National Customer Service Week*

As we celebrate National Customer Service Week, we salute all of our WIC friends across the country. We know the good work you provide to participants and the stellar service you demonstrate.

As we have done in the past, we take time in this issue to self-examine a number of customer service behaviors. Respond honestly to the statements below, and take note of any areas you may want to work on.

1. I maintain a positive attitude about my job, including my co-workers and supervisor.
2. I maintain a proper amount of eye contact with participants.
3. I use active listening skills to paraphrase and ensure I understand participants' needs.
4. I respond to participants in a way that makes them feel important and respected.
5. I speak clearly and not in a rushed manner when I am on the telephone.
6. I respect participants of all ethnicities and backgrounds.
7. I am patient with participants for whom English is not their first language.
8. I apologize to participants whenever our office makes a mistake.
9. I demonstrate professionalism when sending e-mails.
10. I am patient with "challenging" participants and do not take it personally when they are upset.
11. I problem solve and offer multiple options for participants, when needed.
12. I use motivational interviewing techniques to help get participants to change their behavior.

Paying attention to the above behaviors will ensure that you continue to provide stellar service to your participants!

