Customer Service
Educational Systems
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- ‘Right seats on the bus’
- Jobs before MCC
- Genesee County
- Spending someone else’s money
- Geeks at heart
Model

- Customer Service
- Modeling Behavior
- Managing expectations
Working Parameters

- The Academic Schedule
- Students, Faculty, Staff
- Bring something new
- We exist to support
- Modeling behavior
Treat People with Respect

The Golden rule of customer service

- Students = Faculty = Staff
  - Resist playing favourites
- Learning to deal with agitated clients
  - keep a cool head
  - Don't just fix the "problem"
  - Abuse is a different story
- Find their level of understanding of the material
Manage their expectations
Be in the drivers seat

- Service providers need to convey what they can and can not do.
  - Timing is very important
    - Don't start with the negative
    - Don't end with the negative
  - Passing the “buck”
    - May be the best option for the client
    - How you pass the buck is just as important
Recognizing a problem

Houston....

- Complaints
  - You are a service organization
  - Backup your people
    - Resist the urge to give the client the cracker
  - If your person was wrong
    - Work with the client to fix the problem
    - Work with your people to avoid this issue

- CC-Requests
  - If you get a lot of these, it should be a warning to you