



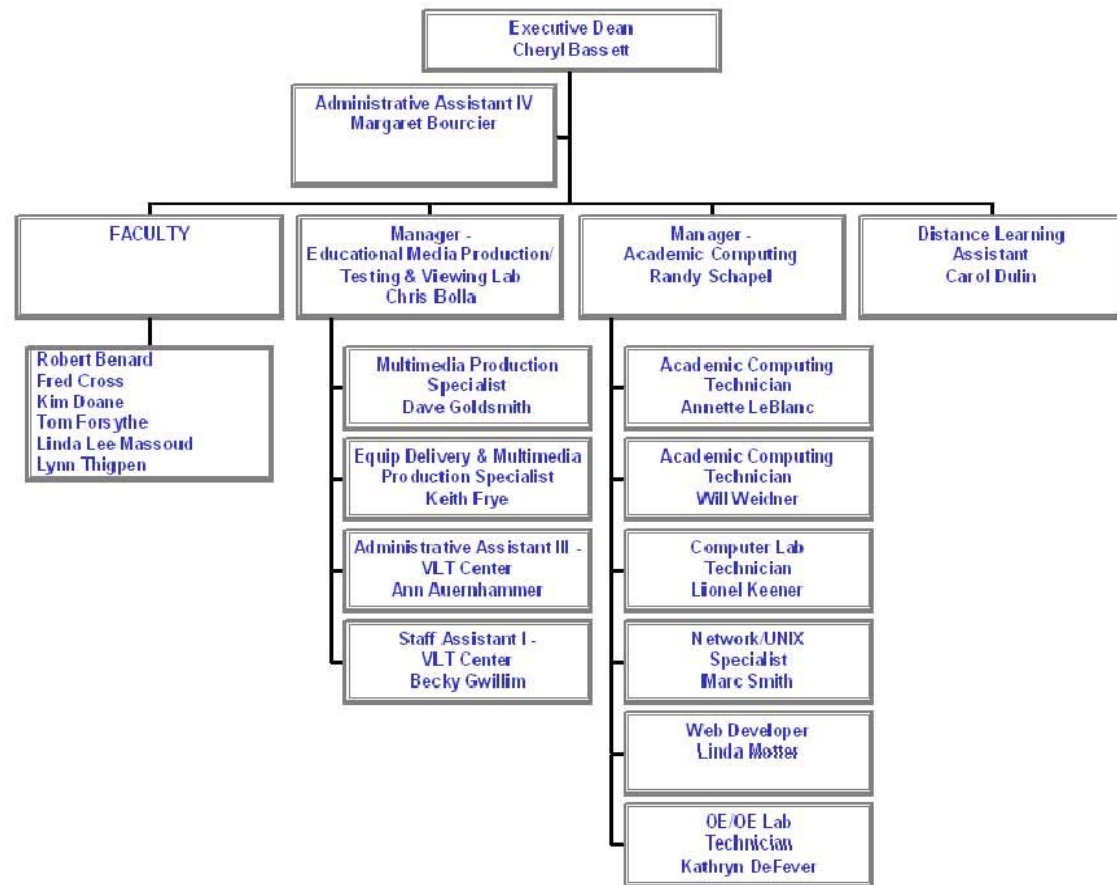
vision

Customer Service Educational Systems

Educational Systems

Educational Systems

February 2007





Educational Systems

- 'Right seats on the bus'
- Jobs before MCC
- Genesee County
- Spending someone else's money
- Geeks at heart

vision

Model



- Customer Service
- Modeling Behavior
- Managing expectations



Working Parameters

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

vision



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