



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 are familiar with the good work you provide to participants and the stellar service you exhibit.

As we have done in the past during National Customer Service Week, we take time to self-examine a number of customer service behaviors. Respond honestly to the questions below and take note of those you may want to work on.

1. I maintain a positive attitude about my job.
2. I use active listening skills to ensure I understand participants.
3. I maintain a proper amount of eye contact with participants.
4. I avoid negative non-verbal gestures such as crossing of arms or hands on hips.
5. I do not act in a condescending way toward participants.
6. I speak clearly and not in a rushed manner when I am on the telephone.
7. I respect participants of all ethnicities and backgrounds.
8. I am patient with participants for whom English is not their first language.
9. I apologize to participants when I make a mistake.
10. I demonstrate professionalism when sending e-mails.
11. I am patient with “challenging” participants.
12. I avoid sarcasm and off-color comments with co-workers and participants.
13. I problem solve and offer multiple options for participants, when appropriate.
14. I pay attention to details so that my service to participants is not impeded.
15. I am cooperative and provide my co-workers with good internal service.

