



Customer Service Notes for

6 Intangibles That Can Improve Your Customer Service

As we celebrate our 40th anniversary, we have found that those who provide stellar service often demonstrate the following 6 intangibles.

Being on Time – Whether it is for a scheduled phone call with a participant or a meeting with your co-worker, being on time shows that you are respecting the other person’s time. Conversely, being chronically late can send the message that you are disorganized and/or disrespectful of others’ time.

Energy – Demonstrating passion for your important work as a service provider will be appreciated by your participants. Although some of them, because of life circumstances, may be down, your energy can sometimes lift them up.

Work Ethic – Employees with a strong work ethic show that they care about their job and the participants. Finishing up paperwork so that it is not left for your co-worker the next day shows your willingness to provide good internal service.

Attitude – We know it’s not easy, but maintaining a positive attitude, both with participants and co-workers, will enable you to stand out in a positive way. Simply smiling more and demonstrating positive body language are signs of an employee with a positive attitude. It is especially important to maintain your positive attitude during times of change.

Being Coachable – If your supervisor provides you with constructive feedback, try to appreciate that this is an opportunity for improvement. Try not to be defensive, and instead work on enhancing your skills.

Being Prepared – A key to being prepared is planning and being organized. While we obviously can’t prepare for all of the unforeseen, those who are organized are more likely to adapt well. On the other hand, employees who are unprepared can send the message that they are scattered and disorganized.

The above 6 intangibles are things that we can all work on, and do not require special talents. By demonstrating them, your participants will appreciate the corresponding quality customer service you are providing to them.

Questions for Reflection

1. Do you generally maintain a positive attitude with participants and co-workers?
2. Are you coachable and not defensive when receiving constructive feedback?