



What service tactics do you use to turn a disgruntled customer into a happy customer?

- Smile
- Listen
- "I understand"
- Let them talk, don't interrupt
- Empathise/agonise
- Calm
- Acknowledge the issue
- Take notes (action) and paraphrase
- Explain reason/alternative
- Friendliness
- Don't have to own problems, but do have to help resolve them
- Educate
- Pass on/escalate as needed
- Fake/fake escalation to other personnel or to a male presence
- Ask them what outcome they would like
- Ask them how could we do better?
- Assure them that you will follow up
- Give them a treat (if you have one), e.g., sticker or a lolly



Who is someone that you think delivers exceptional service? What makes them so good at what they do?

- Attitude is bubbly and positive
- Want to help/please you
- Good listening skills - two ears/ one mouth
- Friendly, courteous, approachable
- Acknowledges customer
- Knowledgeable, accurate

- Cells that I go to regularly:
- One member of staff (waitress) knows her customers and what they drink etc (not big spenders)
- Nice to go somewhere where they have taken the time to get to know you
- Generates repeat custom



For you, what is the best way to learn customer service skills?

- Observing
- Basing your service on the great service that you've received and how it made you feel
- It helps if you have a natural affinity for helping people
- Having some key phrases to help you in challenging situations
- I realise.....
- Interactive learning - role playing - scenario based



How do you close conversations with customers when it's necessary to do so?

- Normal customer
- Lonely customer
- Abusive/difficult customer
- Three scenarios
- Is there anything else that I can help you with?
- Thank you for coming in/calling
- Repeat their name
- Encourage them to call again if they require further assistance
- Summarise the call



What are your immediate thoughts when you see one of your challenging customers approaching?

What do you find so challenging about this particular customer?

- Cringe (time required)
- Back up from legal services
- Here is an opportunity
- I'm going to make you smile
- By the time you leave, you will wonder why you came
- By the time you leave, you will like me a lot
- I will sort your problem out with you
- I will help you
- Depends how you are feeling
- Work out approach strategy
- Take some time/listen/improves communication
- Take wind out of their sails by being nice to them at the outset



Tell us about a memorable experience that you've had as a customer within the last week.

What were the highlights?  
What was disappointing?

- A blocked toilet at Rutherford
- Staff came within 3 minutes
- Temporary fix
- Offered alternatives
- Anticipated difficulties
- Thought about security
- Followed up next day with question as to whether everything was okay



Describe a customer service experience that has had a profound effect on you.

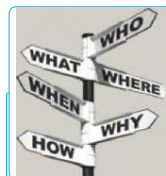
- Dog registration
- Customer attempted to register dog 3 times without giving date of birth
- Customer brought in dead dog in a bag and dumped it in the foyer in front of reporter/cameraman
- Dog removed to customer's truck
- Cameraman/reporter not allowed back
- Learnt to be firm with customers



What is the best customer service experience you've ever had as a CSR?

What was so good about the experience for both you and the customer?

- Flat tyre
- Called AA
- While care jacked up, Tony's tyre after hours offered to open up and fix the tyre I wasn't even a customer
- Exceeded needs of customer
- Grumpy customer wanting to speak to the man in Waste and Water and not to Customer Support
- Talked over phone and answered all queries
- Customer was extremely grateful at end of experience and an advocate of Customer Support
- Good feel factor at a cafe
- Comfortable and welcome
- Felt valued
- Information
- Second experience was equally as good
- Builder gave staff an orange cake for the excellent service (the day after he'd received the service)
- Verbal feedback from extremely satisfied builder from a different area
- Yeah! Verbal feedback about talking to a real person and they were so helpful!!



Which words or phrases do you frequently use when serving customers?

How do these words and phrases help you to provide a better experience for your customers?

- How is your day going?
- Would your daughter/son like a lollipop?
- Always someone wanting to take your money off you
- Did you feel the earthquake last night?
- Sorry to hear that happened to you
- Can I check that I've got this right....?
- Thank you for your patience
- What is the issue for you?
- Welcome, how are you?
- Standard greetings:
  - Kia ora/hello. How may I help you?
  - Welcome to...? (District Council) you are speaking to...How may I help you?
- You identify yourself and Council
- What can I do for you?
- Focus on that customer
- Acknowledge that they have been waiting
- Have a great/nice day!
- Small talk during the transaction
- Fill the gaps
- Smile on your face and smile in your voice
- "I'm sorry that happened"
- "Welcome, how can I help you?"
- "Tell me about it..."
  - Give a succinct précis of what issue is
  - Followed by what would you like me do about this now?
- "Leave it with me and I'll get back to you"
- "Good Morning" or "Good Afternoon"