

Customer Service NOW (9-10)
Great Bend Campus Discussions
Fall 2012

Module 9 – Streamlining Systems and Processes

1. How much do system-driven problems affect your ability to provide quality customer service? What is your role, if any, in handling these problems?
 - We need to think about internal customer service as being as important as external customer service.
 - Follow through is important – get a number to call back and give the person the number to call directly.
 - Pressure from other positions

Module 10 – Defining Roles and Responsibilities

1. Discuss the steps Barton has made to improve communication both within and between departments.
 - Suggestion Boxes – do people use them? How do they work?
 - Jo (HR) gathers and gives to Julie (HR). After that, Julie reads them, and with her judgment – changing foul language to XXXX – emails them to the appropriate supervisor, once sent, the complaints are shredded.
 - Many are unsigned.
 - Possibly an online suggestion box – a place online where you can view what suggestions have been made and resolutions – even if nothing can be done, at least you knew you've been heard.
 - Thinking ahead – making the extra call to be sure events don't clash
 - Better communication between areas
 - Respectful discussion, not rude
 - Every person does customer service, whether to students or other Barton employees
 - Moods spill into student service
 - Possible additional information to the Room Request form – comment box?
 - Possible removal of answering service of calls – change to a your call is important to us, and will be taken in the order received, estimated hold time is.....

2. Are your staff members empowered to make decisions and solve problems? If so, how effective has this been in providing quality service?

- People don't feel free to suggest opinions
- People make suggestions but don't get feedback
- Fear of repercussion
- People may not be sure where to start (chain of command) if there is a problem.
- Problem: Being kicked out of a room that was reserved in order to accommodate someone/group that is "more important"
 - Notification to the people who are being relocated – especially in a timely manner.
- We should all take responsibility to be part of the solution
- When supervisors are made aware of problems in their area, then nothing happens, people stop trying to improve systems.

- We need to get feedback (even if nothing can be done) that their suggestion was at least considered.
- How much “communication” gets stopped at supervisor level? Up and down the chain?
- How can we reach those that are not involved in the Customer Service discussions?