TIPS TO PROVIDING EXCEPTIONAL SERVICE

HUA
No, it is not the sound of you getting up from your chair! Receiving excellent customer service involves being Heard, Understood, and Acknowledged (HUA). Strive to interact with each and every one of our students with HUA!

THINK OUT OF THE BOX
Sometimes students ask the same exact question each semester. When this happens, ask yourself “why?” Are there procedures that need to be changed or communication that needs to be improved? Perhaps, there is an alternative to better serve our students.

EVERY INTERACTION COUNTS
We may see countless numbers of students but, for the student, you may be the first person they are reaching out to for help. Exercise patience and understanding as you service students and assist them with their needs. Be the person that turns their day into a great one.

GETTING IT RIGHT THE FIRST TIME
Avoid giving students the runaround. Take ownership and help them navigate through the university with clear and instructive communication. Verify referrals first to ensure accurate information is provided and the student is referred to the appropriate person or unit regarding their situation. The better we are at informing our students, the more empowered they become.

YOU ARE IMPORTANT TO ME
Create an environment that says “You matter” through little acts of kindness practiced daily. If you notice someone who seems lost or confused, ask them if they need assistance. More often than not, students have a difficult time asking for help. By approaching them first, we can help to break down those invisible barriers and get them the help they need.

TEACHERS AREN’T JUST IN THE CLASSROOMS
Frontline faculty and staff can use challenging and problem moments as a teaching opportunity. Bring value to a situation by helping students understand and resolve issues by educating them on applicable policies and procedures and sharing life’s nuances and diversity in viewpoints.

THANK AND VERIFY
At the end of a conversation, it is good practice to ask the student if there is anything else they need assistance with. Provide contact information, if appropriate, and encourage them to return if they need additional help. A sincere ‘thank you’ and smile can leave a lasting impression.

REMEMBER...YOU ARE THE KEY TO GREAT CUSTOMER SERVICE
Exceptional service starts with you! So start your day with a smile. Not only is a smile pleasant to see, it also benefits your health! Studies have shown that smiling can help fight off stress, lowers blood pressure, and serves as a natural antidepressant! So don’t hold back. SMILE everyday.