

New Hanover County Customer Service Committee Meeting Notes 03/11/2009

Members in Attendance:

Tracy Dawson	Leslie Stanfield	Angelina Bernard	Cindy Kee-MacPherson
Melissa Hight	Dennis Ihnat	Jennifer MacNeish	Mandy Furr
Jerome Fennell	Tony Roberts		

Summary:

- Approved January meeting notes.
 - January's meeting was via WebEx. Reviewed benefits of this style of meeting and agreed that setting up video cameras would be helpful for getting visual feedback from participants. IT will be able to do this for future meetings.
- Discussed everyday examples of customer service.
 - The Property Management Department continues to excel in all areas of customer service. Jerome Fennell and his staff assisted in creating the Public Services Center. From putting up walls, to electrical work and paint, the staff has taken time from their other duties to assist with this project.
 - Danny Singletary of Property Management takes pride in his work at the Government Center. One of his many responsibilities is setting up meeting rooms and he personally contacts each meeting organizer to find out if there are any special arrangements.
- Discussed the RISE to Excellence Award
 - We have had positive feedback concerning the awards ceremony being held at Department Heads meetings.
 - The awards subcommittee met and reviewed the second round of nominations. Awards will be given out at the next Department Heads meeting.
 - Discussed ways to make sure employees and citizens are aware of the award. It was mentioned that departments that have their own department level award seem to have better participation in RISE to Excellence award.
 - Discussed the importance of employee recognition, especially in difficult economic times.
 - It was suggested that emphasizing the department level awards may increase participation at the county level.
- Discussed De-escalation Training
 - Reviewed pilot program. A group of employees were chosen to participate in a train the trainer program where two de-escalation courses were reviewed. Due to budgetary constraints we will not be able to continue with an outside vendor at this time.
 - It is uncertain whether Point and Click University will be continued next year. The current plan is to develop our own course material utilizing PCU to offer a blended learning opportunity. This gives us the flexibility to customize courses to meet the needs of individual departments.
 - The train the trainer groups and the Customer Service Advisory Team will be tapped to assist in developing this course.
 - Some companies offer courses that can be purchased for a small fee and organizations can use this material to develop their own course.

- Discussed Customer Service on NHCTV
 - We are in the process of developing a “customer service minute.” The focus will be on an individual departments and what they are doing to serve the citizens of New Hanover County.
 - The aim is to get the concept across that we’re all in “customer service.”
 - There may be some overlap with a current Human Resources project to create a virtual video tour of county departments for new hire orientation. We will check to see so as not to duplicate our efforts.
 - Also discussed Gallery of Excellence on NHCTV. Award recipients will be featured on NHCTV.

- Discussed idea of having a citizen on the committee or to have a Customer Service Board.

- Discussed having a thumbnail photo and a link to the Gallery of Excellence on the intranet page. This would help bring more attention to the award since many employees don’t have the county webpage as a homepage.

- Discussed having a customer service blog. This would help focus our attention on the customer service vision and core values to help maintain consistency in our customer interactions.

- Evaluated meeting:
 - Good ideas and interchange.

- Action Items:
 1. Bring ideas about customer service topics we would like to present on NHCTV.

Next Meeting:

Date: April 8, 2009

Time: 3:00 – 4:30 PM

Place: Cooperative Extension Arboretum, Ability Garden