

## New Hanover County Customer Service Committee Meeting Notes 7/9/2008

### Members in Attendance:

Tracy Dawson	Jennifer Hardison	Harry Tuchmayer	Vicki Ohanesian
Michael Pinson	Mark Boyer	Andre' Mallette	Leslie Stanfield
Dennis Ihnat	Jane O'Brien	Cindy Kee-MacPherson	Kim Roane
Melissa Hight			

### Summary:

- Approved 6/11/2008 meeting notes.
- The CFPUA is open for business. This will allow Dennis Ihnat to once again be more actively involved in his role in customer service.
- Discussed everyday examples of customer service.
  - A Property Management employee took the time to help Dennis Ihnat find a parking space at the Heath Department when the lot was full and also assisted him in gaining entry to the building.
  - Ken Whitley of Property Management walked by Linda Augino's desk as she was contacting Information Technology for assistance with computer problems. Ken took the initiative to stop and help, resolving the problem for Linda.
  - Jane O'Brien received assistance from the Business Office at DSS when delivering dog and cat food for the clients at DSS to help feed their pets. They helped her find a cart and made sure she would stop by for assistance during future visits.
  - Danny Singletary was commended for his hard work and attention to detail. He greets employees every morning with a smile and a wave as he is attending to the parking area of the Government Center. He also takes pride in setting up meeting spaces and always follows up to make sure everything exceeded expectations.
  - The Department of Social Services knows the importance of recognition. They have placed RISE to Excellence posters throughout there facility highlighting their employees.
  - A register screen at a local restaurant had the scrolling message, "Success is doing ordinary things extraordinarily well."
- Customer Service the New Hanover County Way is being presented at new employee orientation and department meetings. Lloyd Prince and Tracy Dawson will be presenting 2 sessions at Environmental Management on July 22<sup>nd</sup>.
- We will be offering e-learning courses for countywide training. This program has ready-made modules covering Human Resources, Safety and Customer Service related materials. Lisa Bohne of Human Resources will also be trained in how to produce our own courses which will enable us to offer customized modules.

- This is a way to make training classes readily accessible to all employees.
  - There is access for 1000 employees to take the e-learning courses.
  - The program offers a Learning Management System (LMS) which allows monitoring and tracking of class participation.
  - The IT department has placed several computers at different county locations and can work with departments to install more shared computers.
  - It was suggested that there be “clinic days” where laptops and headphones are made available to employees that do not regularly have computer access. This way training can be scheduled in advance and could also be linked with other training requirements giving employees a choice of courses.
  - This is part of our wider professional development training which encompasses all training as a way to support employees and lead us to increased retention, better customer service and a more well-informed workforce.
- Discussed awards and recognition.
    - Andre’ has received programs from five departments and sent a follow up e-mail reminding Department Heads to submit their recognition program. The next Department Heads meeting will be another opportunity to get out a reminder.
    - Discussed if department level recognition should be a prerequisite to be eligible for countywide award.
    - It was mentioned that some of the smaller forms of recognition would not meet the larger criteria, so we don’t want to discourage those acts from being recognized. The goal is to help people feel more connected to the organization.
    - It was decided that while we want to encourage department level recognition, we do not want to make being nominated at the department level a prerequisite for the larger, countywide award.
    - Any employee who is nominated will be featured on the Gallery of Excellence. A recognition subcommittee will meet to determine which nominations meet the criteria for the countywide award.
    - Since the award is criteria based, there will not be one just one “winner.” If several employees meet the criteria they will all receive the award. This way employees would not feel they are competing against each other.
    - It was suggested that the program could be similar to the BCBS Blue Points program where certain levels of achievement are met. We will look into ways this could be accomplished.
    - Discussed having generic cards available at front desks for customers to use at point of contact.
    - Nominations forms will be available through several sources so they are accessible to employees and citizens. We will have them on the intranet, internet and available in hardcopy. Leslie and Dennis will look into creating an online form.
    - Discussed if nominees names should be anonymous, but decided that by basing the award on a criteria, this should not be necessary. Harry Tuchmayer mentioned from his experience with the Library’s recognition program, employees have been judicious and equitable, treating each nomination fairly.

**Action Items:**

1. We will form the Awards and Recognition subcommittee at the next meeting.
2. Work on creating Award and Recognition online form. (Leslie and Dennis)

**Next Meeting:**

Date: August 13<sup>th</sup>, 2008

Time: 3:00 – 4:30 PM

Place: NHC Arboretum