

New Hanover County Customer Service Committee Meeting Notes – 7/11/2007

Members in Attendance:

Leslie Stanfield	Travis Robinson	Andy Atkinson	Chris McNamee
Melissa Hight	Jerome Fennell	Diane Morgan	Cindy Kee-Macpherson
Jane O'Brien	Katie Elzer-Peters	Harry Tuchmayer	Andre' Mallette
Mark Boyer	Tracy Dawson	Latashia Smith	Linda Augino

Accomplishments:

- Rise to Excellence Posters and Gallery ideas
- Formation of the Customer Service Speakers Bureau
- Additional ideas for customer service training

Summary:

- Approved 6/13/07 meeting notes with one correction. Revised notes have been posted to the Customer Service website.
- Discussed everyday examples of Customer Service including an improved, but still lacking, experience with the DMV and an employee failing to take ownership of an issue. One great example of excellent customer service was Ike Wintin, a Reservationist at the Cape Fear Museum, taking the time to research information for a couple visiting the Brunswick County area who was interested in visiting the Topsail Turtle Rescue and Rehabilitation Center.
- Discussed the RISE to Excellence Posters
 - Every department will be provided with several posters of employees representing different departments.
 - New posters will be sent out periodically and the previous posters can be presented to the employee.
 - Discussed if photos should be taken randomly
 - Goal is to have posters out there everywhere with everyone included
 - Photos can be of individual employees or groups and could include employees assisting citizens
 - A release has been prepared for participants to sign when they are photographed
 - Committee members can forward names of potential photo subjects or take pictures and obtain releases to forward to Tracy.
- Discussed our goal of providing great customer service to internal, as well as external customers.
- Discussed civility in the workplace. A personnel policy is being generated concerning this.
- The Department of Social Services has started a "Cultivating Courtesy" campaign emphasizing courteousness and consideration within the department. Flowers and signs are displayed as reminders of polite behavior.
- We want to bring customer service to the forefront and direct peoples attention to this. We are talking about it during interviews and at orientation.

- Discussed different ideas of pens, buttons, ribbons, ID cards and lapel pins. A suggestion was made to tie it in with customer service training to be connected.
- The goal is to have this all laid out by the end of the calendar year.
- The Advisory Team is working on Customer Service Standards and they will be out shortly.
- Discussed creating a culture where there is an environment of trust and moving from a scarcity mentality to an abundance mentality.
- Discussed the Customer Service Gallery. The design team at the Museum will be looking into assisting us with a display.
- A suggestion was made for groups of Customer Service Committee members to visit different departments to talk about customer service and the role of their department. This “Customer Service Speakers Bureau” will be a way to get the Vision, Mission and Core Values out there. At our next meeting, we will discuss the different points we should cover to insure consistency.
- Continued discussion of customer service training.
 - We will put together a de-escalation training program with different levels ranging from a standard program for everyone to something more specific for Law Enforcement, Social Services, Animal Control, etc.
 - There are plans for every other Department Heads meeting to include some type of training. The same trainer will also meet with several employee groups so the message is tied in together at all levels.
 - Discussed Diversity in the Workforce training, which deals with the whole culture of an organization.
 - Skills training
 - Training should be an ongoing process
- Reviewed the Customer Service Committee Statement of Purpose
 - Committee should be people who exemplify great customer service.
- Reviewed definitions of Core Values obtained through Customer Service Initiative Focus Group meetings and articulated by Customer Service Advisory Team.

Respect – Treating others with courtesy, understanding and consideration

Integrity – Being trustworthy, responsible and doing the right thing when no one is watching.

Service – Taking ownership of a customer’s issue with the intent of reaching a satisfactory conclusion.

Empathy – Listening with compassion and patience in order to understand the other person and their needs.

Excellence – Providing customer service by exemplifying New Hanover County’s core values.

Action Items

1. Send names of potential subjects or photos and releases of subjects to Tracy for RISE to Excellence posters.
2. Andre' will take Customer Service Mission, Vision and Core Values to Management Team meeting.
3. Tracy will send Customer Service Standards to CSC prior to next meeting
4. Committee will bring ideas for CS Speakers Bureau topics to next meeting.
5. Committee will review CSC Statement of Purpose and bring recommendations to next meeting.

Next Meeting:

Date: August 8, 2007

Time: 3:00 – 4:30 PM

Place: Airlie Gardens Classroom