

New Hanover County Customer Service Committee Meeting Notes – 8/08/2007

Members in Attendance:

Leslie Stanfield	Chris McNamee	Bob Glasgow	Jennifer Hardison
Melissa Hight	Jerome Fennell	Cindy Kee-Macpherson	Kim Roane
Jane O'Brien	Katie Elzer-Peters	Harry Tuchmayer	Andre' Mallette
Mark Boyer	Tracy Dawson	Dennis Ihnat	Olivia Pace

Accomplishments:

- Brainstormed topics for the Customer Service Speakers Bureau
- Generated ideas for Customer Service plan of action

Summary:

- Approved 7/11/07 meeting notes.
- Discussed everyday examples of Customer Service.
 - Leslie Stanfield's and Steve Konieczny's prompt response to IT matters.
 - The gardeners at Airlie Gardens going above and beyond to help get a group of visitors on a Garden Tour out of the heat. The group was unable to walk back to the parking area, so they were shuttled back using golf carts.
 - Steve Simms of IT received a call from the Museum requesting assistance. He arrived from the Government Center less than 20 minutes later.
 - The lightning strike that occurred on July 28th brought out the best in employees from all departments. The 911 Center Telecommunicators did an incredible job of staying calm under pressure. The phone system going down did not keep them from performing their job. They used cell phones, radios, handhelds and whatever means necessary to dispatch calls and communicate with all emergency response agencies. Mark Boyer immediately contacted the media with an alternate phone number and Property Management and IT were there to assist.
 - Also during the storm, two apartment complexes were damaged; one by lightning and the other through flooding. The Department of Social Services worked closely with Emergency Management to help relocate 35 households. The DSS staff stepped up, took ownership, and took care of the situation.
- Discussed topics for Customer Service Speakers Bureau. The presentations would be about 10 minutes. It was recommended that humor and skits, with examples of what is and what is not good customer service, would be effective.
 1. The concept of our Core Values. What does it mean in our everyday interactions?
 - We need to know any negative perceptions of customer service, so we can dispel them. We are trying to get away from the idea that this is another added burden and help people realize is a way to help make our jobs easier.
 2. Recognition – We want to develop a culture of recognition
 3. What is Customer Service?
 4. Discussion of upcoming customer service event.
 - a. workshop opportunities
 - b. recognition
 - c. Department open houses

- Discussed bringing all Customer Service Initiative Focus Group Members together for one follow up meeting to show them the results of their participation. It was also recommended to make sure focus group participants are included at Speakers Bureau meetings to help generate support and enthusiasm for customer service.
- Discussed Health Departments Praise Coupons. Names are submitted by employees or supervisors, by surveys, or by phone calls and letters from citizens. Two names are drawn every month This idea could be shared with other departments. It was recommended that different departments speak at Department Heads meeting to share ideas.
- Discussed Customer Service as a Work Plan Objective
 - Should customer service be a specific Work Plan objective? This would raise awareness of customer service, but customer service is also tied in with all performance expectations. It was suggested that it should be left up to each department to decide what works best for them
- Discussed plan of action/sequence of events for kick off. Discussed having the CS Advisory Team assist us with this. The events planned are as follows:
 - Rise to Excellence Poster Displays
 - Speakers Bureau
 - Pens, note pads
 - Workshops
 - T-shirts
 - Awards
- Reviewed potential training opportunities including skills, de-escalation, and diversity training with Dr. Dudley Flood.
- Discussed having department “open houses.” These could be monthly, one day events hosted by a department providing a tour and general information.
- Discussed filming short videos of each department that would be hosted by a spokesperson from that department.

Action Items

1. Send employee photos and releases to Tracy for RISE to Excellence posters.
2. Touch base with Customer Service Advisory Team and their Supervisors concerning a continued and expanding role in the Customer Service Initiative.
3. Tracy will order and send plastic table frames to departments.
4. Research items for Employee Appreciation Day(pens, notebooks, t-shirts, ect.)
5. Check into corporate sponsorship opportunities.

Next Meeting:

Date: September 12th, 2007

Time: 3:00 – 4:30 PM

Place: Cape Fear Museum

