

## New Hanover County Customer Service Committee Meeting Notes 9/10/2008

### Members in Attendance:

Tracy Dawson	Jennifer Hardison	Harry Tuchmayer	Kim Roane
Melissa Hight	Dennis Ihnat	Jane O'Brien	Jerome Fennell
Mark Boyer	Cindy Kee-MacPherson		

### Summary:

- Approved 8/13/2008 meeting notes.
- Discussed everyday examples of customer service.
  - The hard work of John Moore and Curley Johnson in maintaining the Downtown Library was recognized.
  - When the Cape Fear Museum's HVAC system needed to be repaired quickly to protect the artifacts from the rising temperature, Chris, Randy and Thomas of Property Management showed their dedication by staying at the Museum until 11:00 PM. When they were told the part they needed would not arrive until the following day, Dave Wittenberg remembered that several years ago a back up order had been placed in the event something like this occurred and helped them locate the part.
  - The Register of Deeds department gave Richard of Property Management a get well card. He took the time to stop by and thank them for it.
  - Audrey Burgess worked with Tracy Dawson, Andre' Mallette, Jerome Fennel and Scott Barnard to resolve a customer's concern over a fallen tree. Audrey took ownership of the call and kept the customer updated until a resolution had been found.
  - The CFPUA commended Leslie Stanfield and Sandra Craig for their assistance in working with their billing systems. They are looking at the overall programming in attempt to reconcile accounts that had been converted from the city and county in the consolidation. Their support is greatly appreciated by the Authority.
  - Harry Tuchmayer offered the Library's assistance in sheltering the Health Departments Mobile Dental Unit in their parking garage during Tropical Storm Hannah. . First though, Harry had to contact several people to have a dumpster moved to allow space for the vehicle.
- Discussed awards and recognition.
  - The draft form of the RISE to Excellence Award is available on the intranet. Steve Konieczny is assisting us with developing the final draft.
  - Dennis met with Bruce Shell and received the final approval on the award.
  - Discussed ways to promote the award within departments. When the nomination form is finalized, an Exchange Everyone e-mail will be sent announcing the recognition program and will be on schedule to present the first award at Employee Appreciation Day.
  - It was recommended that teams as well as individuals should be eligible for the award.

- Discussed upcoming de-escalation training. This topic was identified by the customer service focus groups and many departments as a course that would assist employees in providing better customer service.
  - UNCW's Office of Professional Education and independent consultant Bobbie Gemma have both submitted proposals and we have decided on two pilot programs that will have courses facilitated by both organizations.
  - We will decide which course best fits the needs of the county and proceed with a train the trainer part of the course to ensure a sustainable training program.
- DSS has offered similar types of training that we could tap into in the future for follow up on this subject.
- Met with Andy Atkinson to discuss continuing his work with the NHC's customer service initiative. Previously, Andy had worked on an outline to teach a Customer Service workshop with a potential train the trainer element. Andy will work with Lisa Bohne to develop a blended learning opportunity using an e-learning module along with training in a classroom setting to experience the experiential component.

**Action Items:**

1. Identify and schedule trainers for de-escalation course. (Tray Dawson)
2. Schedule participants for De-Escalation course. (Tracy Dawson)

**Next Meeting:**

Date: October 8<sup>th</sup> 2008

Time: 3:00 – 4:30 PM

Place: Property Management