

New Hanover County Customer Service Committee Meeting Notes - 2/21/2007

Members in attendance:

Tracy Dawson	Warren Lee	Diane Morgan
Travis Robinson	Cam Griffin	Dennis Ihnat
Harry Tuchmayer	Christine McNamee	Bob Glasgow
Kim Roane	Lynnine Webb	

- Introduced and welcomed newest member, Lt. Travis Robinson, representing the Sheriffs Department
- Viewed sample vests and embroidery as an option for Greeters. Committee voted for lanyards with a photo ID badge agreeing they would still be distinctive with a lower cost and would also be easier to maintain with turnover.
 - Lanyards will need to be ordered in bulk, but they can also be used for employees who complete customer service training at Ambassador level and work at Greeter Desk.
- Continued discussion of kiosks. Dennis spoke with the Project Director for the kiosks in Fairfax County and obtained preliminary information.
 - Things to consider would be cost, security, accessibility and available manpower for implementation.
 - Some features of the kiosk include touch screen, credit card swipe, voice activation and check scanner.
 - Although there would be an initial start up cost, kiosks could possibly save taxpayer money long term on costs such as employees and buildings.
 - Lynnine will be attending a conference in Greenville in March and will obtain more information. We will also look for other counties in North Carolina using kiosks.
- As a broader plan, Dennis will put together an exploratory group to develop a strategic plan for an E Government initiative.
- Dennis is also investigating using CRM (Customer Response Module) software to track customer calls and connect information. We are looking into a Microsoft based software with 10 seats.
- Reviewed Employee Recognition Program
 - Discussed different kinds of recognition and different award levels. On an informal basis, giving out recognition cards, such as Fire Services' practice, when an employee is seen providing customer service that is "above and beyond" or the "Applausogram" given at the Department of Social Services are best practices that could be done on a wider scale.
 - There could be a more formal process for a higher level award.

- Timing of Award would need to be considered. Should it be quarterly, semiannually or would once a year be more meaningful?
 - Need to keep it simple; the more a person has to do to nominate a person, the more likely it will fall by the wayside.
 - Need to make sure focus is on customer service, using RISE to Excellence Competency Standards. An email box, only available for a certain time frame, could be used for anyone to submit nominations.
 - Time off or a special parking place was suggested as an award.
- Briefly discussed Group Awards. These would be based on customer satisfaction surveys and awards would be at a departmental level.
 - In preparation for our next meeting, we will come up with a more detailed Employee Recognition Program to discuss further.

The next meeting of the New Hanover County Customer Service Committee will be held at the NHCGC on Wednesday March 7th from 3:00PM to 5:00PM.

