

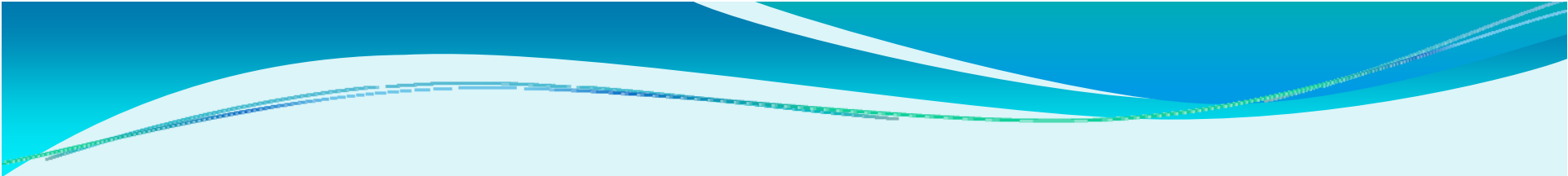


Becoming a Customer Friendly Utility

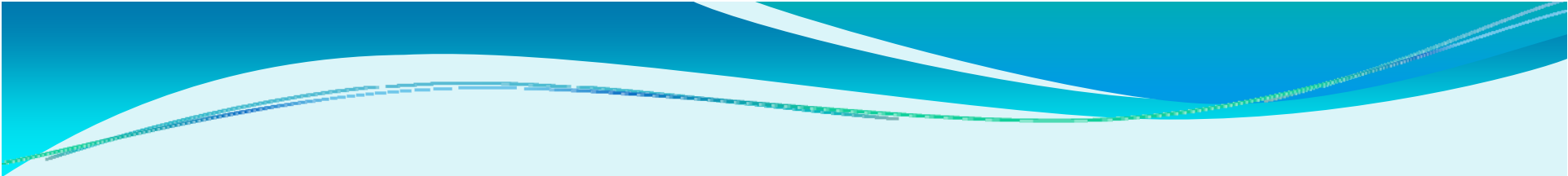
WaterOne



Water District No. 1 of Johnson County



**“To provide a safe, reliable
and high quality
water supply with
superior service and value.”**



Waterone employees shall continuously strive to meet or exceed the expectations of both their internal and external customers.

Questions and concerns shall be acknowledged on the same day whenever possible, but no later than the next business day.

Issues shall be resolved promptly as possible with the goal of maximizing customer satisfaction.

Identifying Your Customers

- External Customers
- Internal Customers



Customers are the Key

10 Deadly Sins of Customer Service

- “I don’t know”
- “I don’t Care”
- “I can’t be bothered”
- “I don’t Like You”
- ‘I Know it All”
- “You don’t know anything.”
- “We don’t want your kind here.”
- “Don’t come back.”
- “I’m right and you are wrong.”
- “Hurry up and wait.”



Rules for Sound Customer Service

- **Make the customer feel heard.**
- **Make the customer understood.**
- **Make the customer liked.**
- **Make the customer feel respected.**
- **Make the customer feel helped.**
- **Make the customer feel appreciated.**

What Not to do With an Angry Customer

- **Don't Argue**
- **Don't try to win the point**
- **Don't interrupt**
- **Don't interrupt**
- **Don't take the blame yourself**
- **Don't tell them to calm down**
- **Don't point out that they are behaving badly.**
- **Don't embarrass them**

Approaches to Obnoxious Customers

- *See no evil, hear no evil.*
- *Surface the tension.*
- *Transfer Transformation.*
- *Build Contractual Trust*

Tools and Techniques for Handling Difficult Customer Situations

- Allow venting.
- Apologize for the situation.
- Empathize.
- Focus on the facts.
- Lower the volume.
- Do not blame.
- Avoid “Red Flag” phrases.
- Don’t take it personally.
- Take a break.
- Ask for their solutions first.
- Keep the tone Positive.
- Don’t trivialize the situation.
- Look for win-win solutions.
- Bring in an objective party if necessary.
- Do not blame.
- End on a positive note.



Attitude is Key



Attitude is Infectious



Commitment to Excellence Program

WaterOne



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