

EVERYONE
needs
customer service
skills!

Jacki Masters,
General Manager
Mt. View-Edgewood Water Company

Who is your customer?



Who is your customer?

- User of water
- Purchaser of water
- Developer
- Property Manager
- Real Estate Agent
- and?



Customer

External: consumers and/or purchasers of goods or services

Internal: Entity or person within a firm who has the requirement of an item or process and receives the item or the output of that process from one or more internal or external suppliers.

Who needs customer service skills?



Who needs customer service skills?



- Office staff
- Engineers
- Meter readers
- Locator
- Field staff

Who needs

customer service skills?

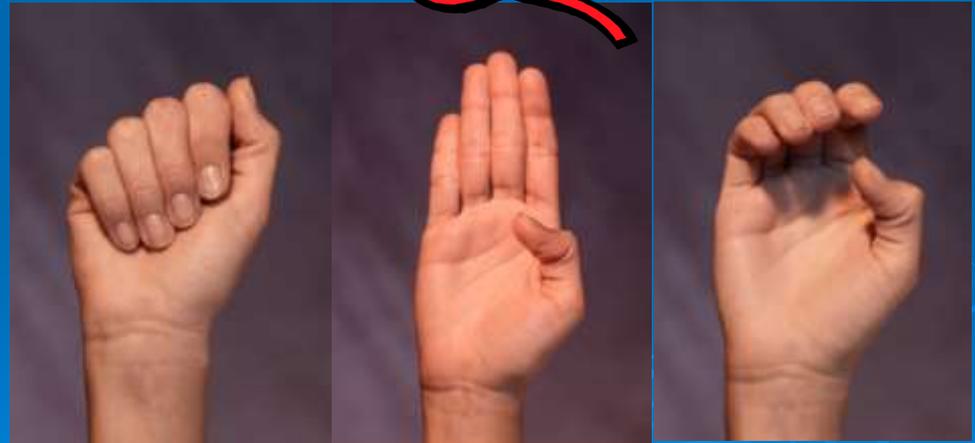
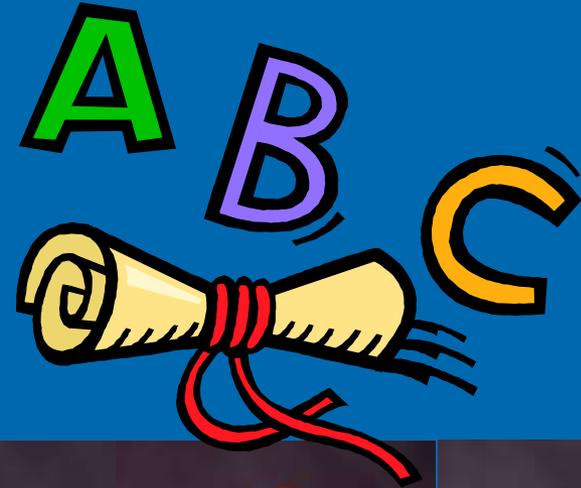
EVERYONE!



- Office staff
- Engineers
- Meter readers
- Locator
- Field staff

Customer Service Basics

- Attitude
- Attentiveness
- Affirmative Listening
- Awareness
- Empathy
- Integrity
- Patience
- Promptness
- Resourcefulness
- Responsibility



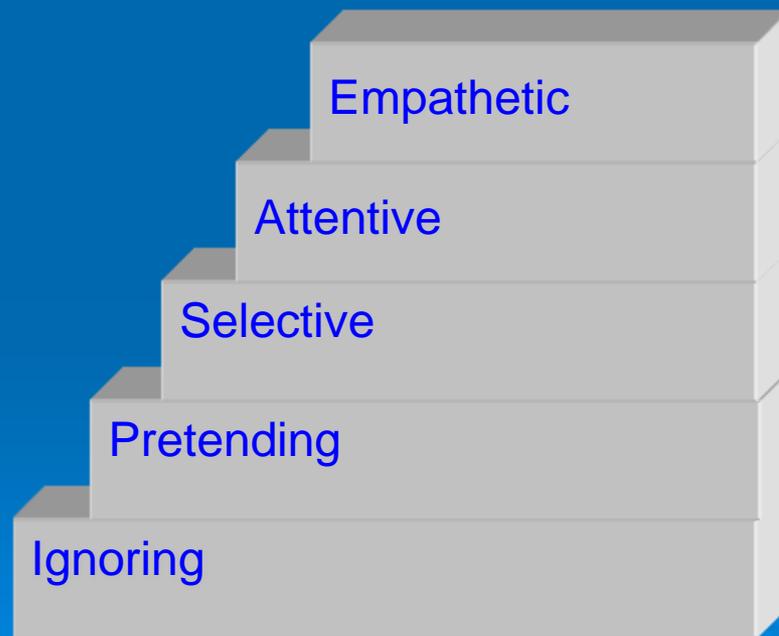
10 Basic Customer Service Skills . . .

- **1) Attitude**
 - **2) Attentiveness**
 - **3) Active Listening**
 - **4) Awareness**
 - **5) Empathy**
- 

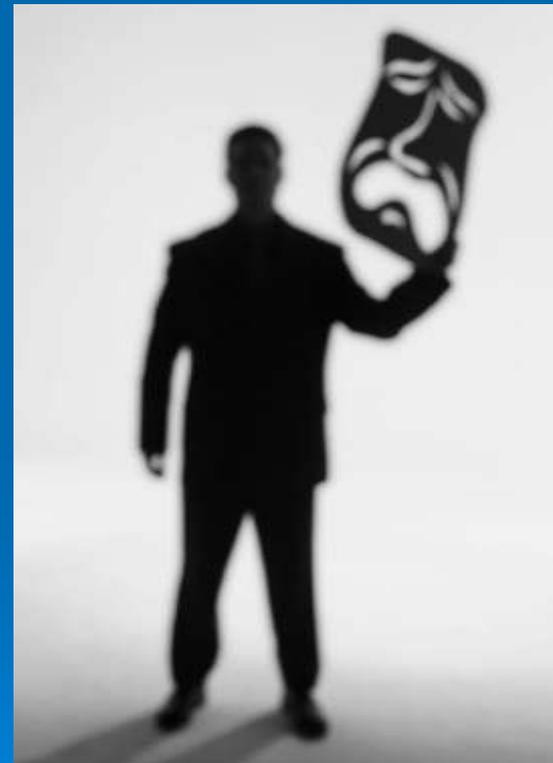
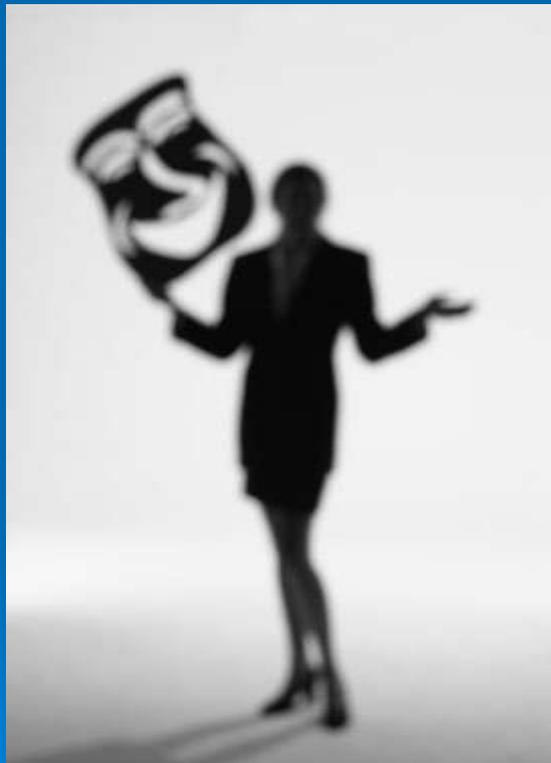
10 Basic Customer Service Skills . . .

- **6) Integrity**
 - **7) Patience**
 - **8) Promptness**
 - **9) Resourcefulness**
 - **10) Responsibility**
- 

There Are Five Levels of Listening.
What Level Are You On?



ROLE PLAY!



Patience!







Cowlitz River
Water Treatment Plant

Mint Farm
Water Treatment Plant



Citizens Against Longview's New Water Supply

Jacki Home Find Friends



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ABOUT

This page is a clearinghouse for those wishing to document and/or share grievances, illnesses, damages, and economic harm related to Longview Water.

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Citizens Against Longview's New Water Supply shared

Erin Brockovich's photo.

March 31 at 9:45am



Erin Brockovich

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Longview residents grill council over water quality concerns



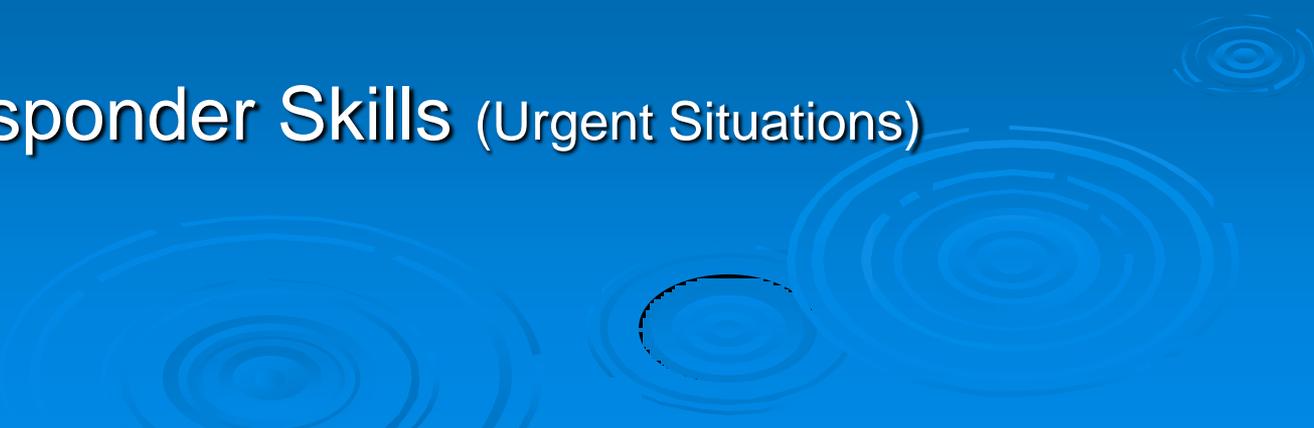
Course 1

Customer Relationship Building

- Communication Skills
 - Globalization and Demographics
 - Listening Skills and Teamwork
 - Customer Etiquette
 - Assertive Responder Skills (non-emergency situations)
- 

Course 2

The Business of Customer Service

- The Business of Customer Service and Customer Relationships
 - Customer Diversity and the Utility Service Market
 - Technology and Customer Service Effectiveness
 - Assertive Responder Skills (Urgent Situations)
- 

Course 3

Utility Operations and the Vital Importance of Teams

- Water and the Workforce in the 21st Century
- Environmental Quality, Water Treatment & Society
- Conservation, Watersheds & Related Issues
- The Increasing Need for Teamwork in Utility Organizations

Communication

“The problem with communication is the illusion that it has occurred.”

George Bernard Shaw



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