



By Jacynthe de Saint-Hilaire

Find a Way to Help?

In this newsletter we are focusing on “**The Difference is YOU**” so that everyone is aware that they are the key element making the difference.

72.8% Water?

The human body is made up of 72.8 percent water. (That doesn't leave much to get excited about does it?). Thankfully, the big difference between people is the bit we cannot see but which soon makes itself known – their personality.

Let's see what Joan Legris “HR Manager in Geilencherken” is saying!

“As HR Managers, we promote the values of the Crowning the Customer Program by providing CTC workshops and sustaining a focus on customer service skills. Here in Europe, a CF member provides exemplary leadership in this area and deserves a few kudos. Commander Mike McGrath penned CFSU (E)'s unofficial motto - “Find a Way to Help” and inspires us to question the status quo and to add value to every interaction. If the standard answer to a request is ‘no’, Cmdr. McGrath challenges team members to review the possibilities and to change their mindsets. “Find a Way to Help” does not necessarily mean yes, but

it does mean that we must have a positive customer service attitude and try to take action in the best interest of the individuals involved.”

WOW!

If you want to work for a successful organization and enjoy your job, you have to commit yourself to providing the highest possible levels of service in every aspect of your work.

You will also derive more job satisfaction from what you do.

Remember, YOU make the difference!

Quote of the Month

Every person in our organization – even those you may not think of customer service personnel – has the ability to impact on customer relations – The Difference is you



Principles of Exceptional Customer Service

1. Customers don't think of themselves as customers – they think of themselves as people who need your help
2. It's not enough to take care of customers – you have to care about them
3. Don't just listen – learn
4. Don't just solve problems – create opportunities
5. Great service starts with a great attitude