

Give 'em the Pickle Online Training

Employee Support Materials

THE KEY PRINCIPLES

The four key principles are:

- ❑ **Service:** Make serving others your number-one priority. Great customer service happens when you exceed customers' expectations by adding your special touch and by having the courage to make things right.
- ❑ **Attitude:** Choose your attitude. How you *think* about the customer is how you will *treat* them. A shining attitude is contagious around customers and shows in the quality of your work.
- ❑ **Consistency:** Customers return because they liked what happened last time. Set high service standards and live them every day.
- ❑ **Teamwork:** Commit to teamwork. Look for ways to make each other look good. In the end, everything everyone does ends up in front of the customer.

Self-Assessment: Front-line Employees

Take a moment to consider the statements below and how they apply in your current job.

1. I treat each customer as if he or she was the only one that day.

Never Rarely Occasionally Often Always

2. When I'm in a bad mood, I make sure it doesn't show at work.

Never Rarely Occasionally Often Always

3. I smile every time I interact with a customer both in person and on the phone.

Never Rarely Occasionally Often Always

4. When it's really busy and I'm feeling a little overwhelmed, I tell myself that if it weren't for the customers, I wouldn't have a job.

Never Rarely Occasionally Often Always

5. When a customer complains, I realize it's an offer to solve the problem because the customer wants to continue to be a loyal customer.

Never Rarely Occasionally Often Always

6. I look at things from the customer's perspective.

Never Rarely Occasionally Often Always

7. When I'm having a tough day, I try to turn it around so it doesn't impact the customer.

Never Rarely Occasionally Often Always

8. If I can't help a customer, I find someone who can.

Never Rarely Occasionally Often Always

9. I work hard to exceed customer expectations.

Never Rarely Occasionally Often Always

10. I think of the customer as my boss.

Never Rarely Occasionally Often Always

Action Plan

PERSONAL GOALS

Review your self-assessment and choose two areas in which you can improve.

1. Area for improvement:

I will do the following:

2. Area for improvement:

I will do the following: