

8 Steps in Quality Service

1

Introduce yourself and ask how you can help

2

Listen to customer request and ask clarifying questions

3

Confirm your understanding of customer concerns/needs

4

Resolve as many customer concerns/needs as possible before contact ends

5

Commit to realistic and appropriate expectations for service delivery

6

Ensure that customer understands what to expect next

7

Offer resources not available through DHS (e.g., OK JobMatch)

8

Thank the customer and ask if they have any further questions

Customer service takes place during and after performing a service or transaction with a customer. It is an integral part of the job and includes anticipating needs, helping customers understand our systems, delivering on promises, and looking for ways to help both internal and external customers.

Customer service can take the form of an in-person interaction, a phone call, assistance with self-service systems, or any other action that affects a customer.



Adult and Family Services

Process: Quality Service

“Customer Service” refers to how we relate to each other daily. Our customers are external (e.g., clients) and internal (e.g., employees). It is important that we respond to our customers with professionalism, compassion and integrity. It is also important employees, clients and work places are free from harm or danger. Safety is everyone’s business and responsibility.

Inputs:	Components:	Criteria:	Considerations
Safety	<ul style="list-style-type: none"> Safety means that employees, customers and work places are free from harm or danger. Safety is everyone’s business and responsibility. 	<ul style="list-style-type: none"> Practices safe behaviors in everything Ensures client safety and strive to prevent harm 	<ul style="list-style-type: none"> Is your employee educated about safety protocols and do they follow them? Do they report safety concerns immediately?
Integrity	<ul style="list-style-type: none"> Integrity refers to the quality of being honest and fair and a state of being complete or whole. 	<ul style="list-style-type: none"> Does what he/she says they’re going to do Does the right thing at all times, even when no one is looking Says what he/she means and means what they say Makes informed decisions. 	<ul style="list-style-type: none"> Does your employee accept responsibility for their actions and/or decisions of DHS? Does your employee learn from their mistakes?
Professionalism	<ul style="list-style-type: none"> Professionalism means having the skill, good judgment, and behaviors that are expected from a person who is trained to do a job well. 	<ul style="list-style-type: none"> Displays appropriate body language Communicates promptly and effectively with others Delivers information and/or services promptly and accurately Is accessible to others Anticipates the needs and wants of customers and partners and consistently strive to exceed their expectations 	<ul style="list-style-type: none"> What was your perception of the customer’s reaction to the interaction(s)? Is your employee aware need for improvement? Does your employee have suggestions for improvement? Do you have any ideas on areas for improvement?
Compassion	<ul style="list-style-type: none"> Compassion is an awareness of others' needs together with a desire to help. It refers to a willingness to assist someone, without passing judgment. 	<ul style="list-style-type: none"> Listens attentively to what others have to say Shows concern for the well-being of others Treats others with respect and dignity Empathizes with the diversity, beliefs, values and individual differences of others 	<ul style="list-style-type: none"> Does your employee make the time to listen? Is your employee aware of personal prejudice? Does your employee show their concern for others?