

PROFESSIONALISM/ETIQUETTE

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CUSTOMER SATISFACTION

- Every customer has an issue (tech related) that they want fixed, our job is to solve the problem while meeting all of the customers expectations
- Expectations:
 - Timely manner
 - Friendly and positive attitude
 - Issue resolved

GREAT

Greet all customers and make them feel welcomed

Respect cultural and other personal differences

Evaluate and clarify customer's expectations

Address and respond to customer's needs

Thank and verify that needs have been met

INFORMATION

- **Make sure your customer knows what is going on...**
 - Keep them informed throughout the whole process
 - Give them useful information to solve their own issues in the future
- **Make sure you know what is going on...**
 - Stay informed with all issues around the school
 - Confirm the issue is resolved
- **E-mail**
 - Communication
 - Check it every morning

PROFESSIONALISM / ETIQUETTE

- **Your more than a student!**
 - This isn't school, it's work
 - Approach conversations differently
 - Be mature and respectful