

How many ways can I help you?

Dianne Jones

Federation University Library Frontline Services

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"Welcome, before I start, I would like to acknowledge the Traditional Custodians of the lands and waters where this event is taking place. I pay my respects to Elders past and present and extend my respect to all Aboriginal and Torres Strait Islander and First Nations Peoples."



I'm sure you all know what Customer Service is?

- Happy customers
- Questions answered seamlessly
- Positive feedback given
- Shared experiences with colleagues confirms capability
- Well not always!
- Library Info Point expansion
- Student Administration Face to Face functions were added
- Enrolment, Fee payment, Testamurs, Subject selection, My Student Centre, CRM, International Students etc.



A Challenge for Customer Service at our Info Point

All this in less than 3 weeks

SHQ counters closed at 3 Campuses

Semester 2 began with a bang



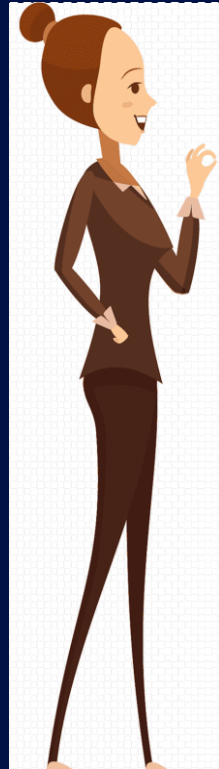
My Customer Service Roll Back

You never know who...



My Customer Service Roll Back

Eye to eye...



My Customer Service Roll Back

Are you serious...



Building skills

- Patience
 - Empathy
 - Resourcefulness
 - Non-judgemental communication
-
- Customer service is the practice of supporting customers before, during, and after their interaction with you.



10 Customer Service Skills for Success

1. Empathy
2. Problem solving
3. Communication
4. Active listening
5. Technical knowledge
6. Patience
7. Tenacity
8. Adaptability
9. Resourcefulness
10. Positive attitude



10 Customer Service Skills for Success in Any Job

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My Customer Service moving forward...

- Overwhelming
- Similar to starting a new job
- Picked up by a tornado
- Striving to balance expertise
- Take a deep breath

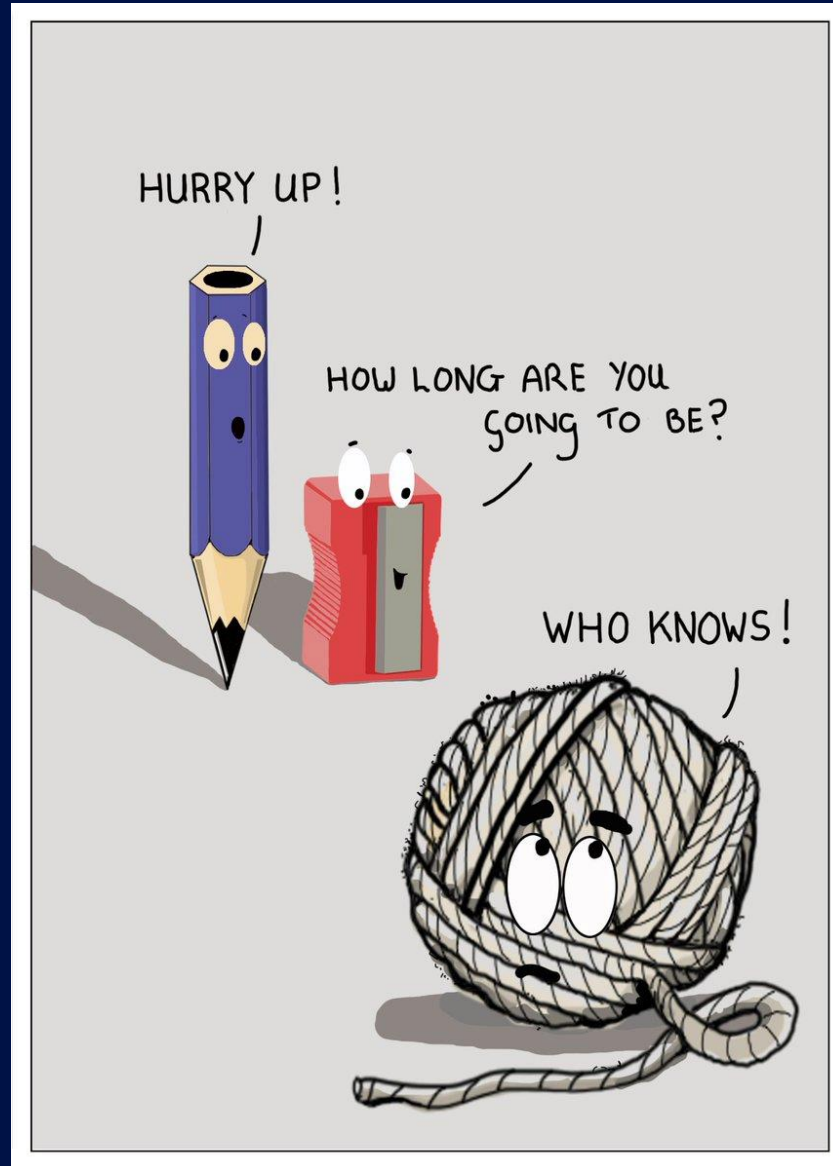


If only we could just click our heels...



Gaining Expertise...

- Challenges in a New Job
- Colleagues with the same knowledge gap
- How long is a piece of string?



Are the demands different?

- Wanting answers immediately
- Wanting to speak directly to someone
- Not listening to what is being explained
- Paraphrasing



Calm down and Listen...please!

- Very upset
- Angry at the “system”
- Eye level
- Working together
- Colleague support
- Brought in a Student Admin staff member
- Problem resolved
- Apology and Thanks....

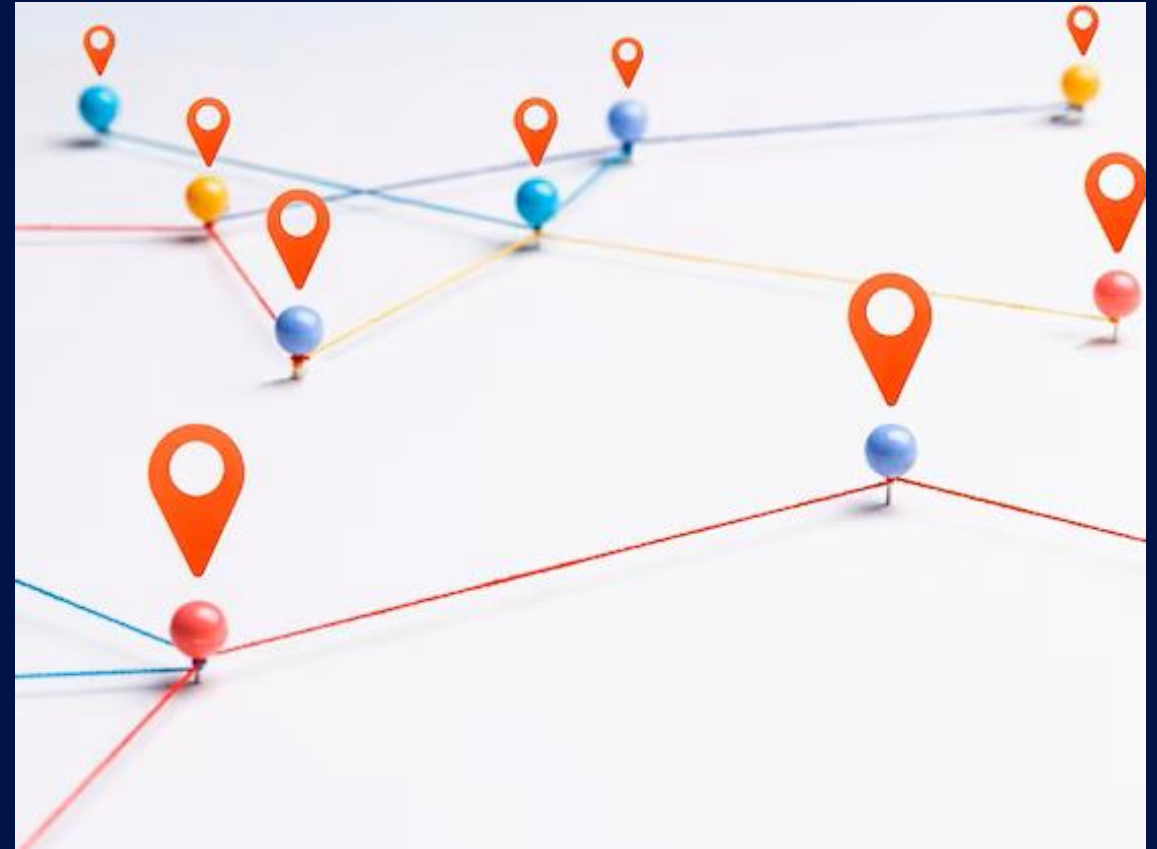
**WHEN YOU EXPLAIN
SOMETHING TO THE CUSTOMER**



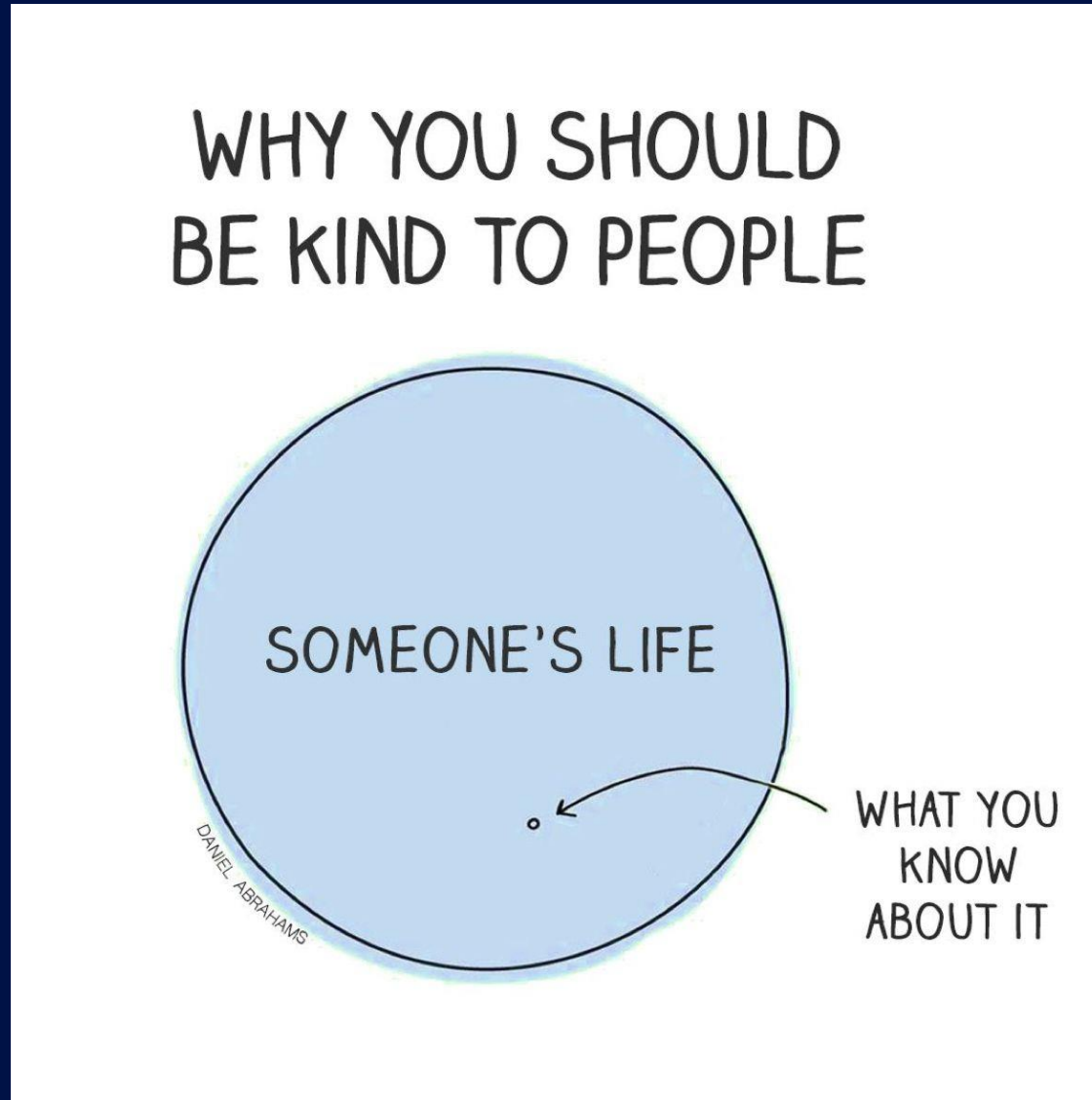
**FOR THE 10TH TIME & THEY
STILL DON'T**

Customer Service is Rewarding

- Thank you goes a long way
- Happy customers
- Our Student Services experience has come full circle
- Join the dots
- Like GPS there can be more than one way to arrive at your destination



One Last Thought...



Thank you