

# The Mitie way of Customer Service



## Things I can do today



### Show Up

Make a good first impression

- Looking tidy and well presented in your uniform/work clothes
- Smile
- Using open and welcome body language
- Be attentive and listen

Build better relationships

- Be present
- Take an interest in the other person
- Say good morning or good afternoon when you see them
- Introduce yourself by name



### Step Up

Show dedication and ownership

- **Look** - Face the person speaking to you, make eye contact
- **Listen** - Focus on what they're saying; try not to think about how to respond until they've finished
- **Respond** - Think about the solution and then tell them what you're going to do
- An opportunity to take ownership of what happens next - Step up and help out of Mitie colleague.

Deal with an unhappy customer

- **Listen** - Don't interrupt, get the facts. Use appropriate non-verbal communication and open body language
- **Apologise** - Saying sorry can help to build rapport and ensure the customer feels listened to
- **Solution** - A good solution can turn a negative experience into a positive one. If you don't have a solution, explain that you will find one.
- Say thank you



### Stand Out

Understand colleagues and customers

- 1. Understand** - Understand Me
  - Don't pre-judge or interrupt
  - Ask questions and give your full attention
- 2. Relate** - Show me you care
  - Be welcoming and patient
  - Show you're listening through body language
- 3. Respond** - Help Me
  - Acknowledge how the other person feels
  - Ask, 'How can I help?'

Learn and Grow

At least once a week, reflect and decide how things went on a scale of 1 – 10, 1 worst day/week/experience ever; 2 - 9, 10 best day/week/experience ever.

Now, think about what you might have done differently to score yourself one mark higher. What one thing could you have done that would have made the customer service you delivered a little bit better?