

October 2016

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VILLAGEOFSHOREWOOD.ORG STAFF INTRANET STAFF / STAFF

# Shorewood Insider—October 2016 October 2016



**Just a few reminders from the past that you are appreciated!!!**

### Flashes from the Past December 2013—

"I was walking home from the Shorewood library and witnessed a blind man in the middle of the Oakland and Capitol intersection. **An officer** passing by stopped traffic, got out of his SUV, and assisted the man to safety. I said thank you to the officer but he should be recognized! He clearly went out of his way to prevent a potentially devastating situation."

### August 2014—

**Mike Dondlinger, Judy Kaiser Trevor Robishaw and Hans Bremer**, thank you for responding to my parkway tree issue. I appreciate living in a village where my concerns are taken care of so promptly and in such a friendly way."

~~Bob Ferriday

### September 2015—

Alice K. said: "Just want to give a Shout Out to **Shore-**

# LEAD, ACHIEVE, EXCEED

**wood PD.** I had an issue with a parking thing in my neighborhood. Shot an e-mail to PD and it was addressed within about 4 hours. Thanks guys. They responded and that is a good thing. Then. . . I wrote to thank them and got a response from Chief Nimmer within 5 minutes. I am liking this."

### November 2015—

**Teri R.** has been very helpful in the processing of past due water/sewer bills that my tenants owed. She put me in touch with other village employees who were also very helpful, Scott Bohm and Cindy W. made it possible for me to get a final water bill in time to have it deducted from my tenants security deposit. What a great team, I really appreciate how they went above and beyond!"

—Jenny M.  
Shorewood Resident

Thanks to all of you that responded to my inquiry regarding midnight street sweeping sound levels. I appreciate the time you took to respond and your genuine concern about the issue. . . I'd like to add that

I remain pleased overall with the way Shorewood is managed. . . So, just a general thank you to all of you for the work that you do to keep Shorewood the excellent home town it's always been.

—Neal Brenard,  
10 yr. resident

### May 2016—

"I just want to let you know what an industrious and positive worker **Russ** is. He's responsive and always works with a smile. I've mentioned building issues to him in passing, and he always takes the time to stop and listen and answer my questions if he can. If he doesn't know an answer, he pokes around and finds the answer and tells me right away. He truly cares about the building and how it's perceived by the residents that use it. And his internal customer skills are stellar.

I'm sure you know he's a gem."

Rachel C.,  
Library Director

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### WELCOME NEW EMPLOYEES

Police Department

**Cydney Weisflog**

and

**Halston Wolber**

## Customer Service

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Customer Service Week is this week,  
October 3-7, 2016

This year's theme is:

### **LEAD, ACHIEVE, EXCEED**

How do we exceed when it comes to providing exceptional customer service? Well, the simple answer, like with any other skill we want to perfect, is to practice, practice and then practice some more. Does that hold true for customer service?

The surprising answer to that is, not always. Practice certainly makes perfect when it comes to things such as:

- ◆ Becoming proficient at navigating the Village website.
- ◆ Becoming an expert at making use of our phone system, effectively and accurately.
- ◆ Becoming proficient in using any of the software programs associated with your job/position.
- ◆ Mastering mundane but important tasks like processing APs, picking up recycling, writing a police report, checking books in and out, etc.

However, there are areas of customer service when this adage does not

## Customer Service

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necessarily hold true. Those are times when performing our basic job duties—the ones that are emotionally heavy, the human-to-human interactions—can have a negative impact on our performance.

How can we combat that?

- ◆ Continual training of the soft skills, the non-technical aspects of our job. Through regular reminders/repetition.
- ◆ Learning how to be emotionally resilient—the art of being able to bounce-back or recover quickly from a difficult situation.
- ◆ “Positive peer pressure” by encouraging staff to take the opportunity to commend our co-workers when they do a great job dealing with a customer.
- ◆ Using our customer feedback forms to celebrate our areas of success and identify areas where improvement is needed.
- ◆ By being open to constructive feedback from our supervisors and managers AND supervisors and managers being prepared to provide constructive feedback.

## Customer Service

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### **LET THEM COMPLAIN!**

At times we encounter customers who complain because of a bad experience they've had with us. What is the best way to handle such complaints? What can we do to diffuse the situation?

### **Thank them for complaining!**

What?! Yes, thank them. If we view complaints as an opportunity to improve our service, we all win. Service success depends upon a mindset that feedback is a gift and an opportunity, whether positive or negative.

Complaints provide us a chance to connect with our customers, fix problems, update procedures, show empathy, and leave a positive lasting impression.

We want them to complain to us. The worst thing that can happen is that a dissatisfied customer simply walks away. We assume all is well and in reality what happens more often than not, is they take their dissatisfaction and share it with others—on social media sites. And because the problem is never addressed, it happens continues to happen to others with the same result.

**So, if they complain, say:**

**for letting us know.**

## Employee Events

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Thursday, October 13, 2016—Employee Flu Shots  
Location: Shorewood Health Department  
8:30 a.m. - 4 p.m. or by Appointment

Friday, October 21, 2016—Employee Benefits Update

November 16-18, 2016—Customer Service Training—except dates TBD

Monday, November 14– Friday, November 18, 2016—Combined Giving Campaign AND Food Drive to Benefit The Hunger Task Force

Friday, December 15, 2016— Annual Chili Cook-off