City of Portland Oregon - Bureau of Development Services

Customer Service Solutions

Goals

Customers feel that we work to understand their expectations and handle their projects and inquiries in a timely and effective manner.

We team with our customers as creative problem solvers; suggesting alternative solutions and approaches that satisfy the customer and meet city codes and regulations.

Customers are provided accurate and complete information to meet their project goals, city codes and regulations.

Customers feel that their needs have been recognized and that they have been treated with fairness, respect and integrity.

Customers view us as responsive to their concerns, continually reassessing internal work processes to improve quality, lower costs and/or improve timeliness.

All employees demonstrate an understanding of how their individual job impacts the work flow of other employees and their ability to deliver customer service.

All employees work as a team to deliver seamless, consistent customer service by utilizing flexibility, ingenuity, creativity and innovative problem solving.

All employees speak highly of and promote other agencies and their representatives to external and internal groups.

All employees are supportive and approachable.

All employees respect and value each others time, knowledge and efforts.

Employees from all interacting agencies feel supported in their ability to meet customer service goals and that they have been treated with fairness, respect and integrity.

Guidelines

- Understand the stakes.
- Find out the consequences of not delivering.
- Reduce nerve-racking vulnerability by providing and outlining multiple options.
- If there is room for misinterpretation, clarify cost, timing, code details, policies and the process.
- Clarify your process. Explain each step. Where possible, make your process visible.
- Provide an estimate for completion of your work and notify customers of changes in timeliness within twenty-four hours.
- If something comes up that will prevent you from delivering on time, let the customer know the moment you find out.

Solving Problems with *EASE*

Explore and Understand the Problem

Assess Possible Solutions by Asking Questions

Select the Best Possible Solution

Execute the Decision

Managing Emotionally Charged Situations

Show that

You care,

You understand and...

You are going to take action.

Use the 4 A's

A*ssess*

Let the customers tell the story

Listen Actively

A*cknowledge*

Offer feedback that indicates you understand the customer's point of view

"I understand..."

"I see..."

"I know..."

A*gree*

To the extent you can

"I agree..."

"That's true..."

A*pologize*

Empathize with the customer's position

"I'm sorry to hear that..."

"I'm sorry you're having this trouble..."

"I'm sorry you're not satisfied..."