

# CUSTOMER SERVICE AWARENESS MONTH

The City of Pittsburgh Celebrates

## Customer Service Excellence Week

October 1st-5th

<http://cityweb/home.html>



*Smile! Your Attitude is Showing...*



CITY OF  
**PITTSBURGH**  
"AMERICA'S MOST LIVABLE CITY"  
LUKE RAVENSTAHL, MAYOR



Department of Personnel & Civil Service Commission



# MAYOR RAVENSTAHL'S OCTOBER DAYS TO SERVICE EXCELLENCE

## OCTOBER 2012

DAILY  
SERVICE  
TIPS

1

Be Eager To Help

2

Follow-up Promptly, Accurately, & Professionally

3

Reflect And Improve On Service Given To Customers

4

Conclude Each Call With A "Thank You!"

5

Do Not Avoid Complaints

6

Be Friendly & Courteous

7

Strive To Please All The People All The Time

8

Go Above & Beyond Expectations

9

Follow Up With Someone Who Requested Information From You

10

Thank Everyone Who Helps You

11

Be Courteous To Everyone You Encounter

12

Close Openly; "Is There Anything Else I Can Do For You...?"

13

Only Make Promises That You Can Keep

14

Always Use The Customer's Name

15

Welcome Feedback And Be An Effective Listener

16

Smile! Knowing Your Attitude Is Showing

17

Be Informed And Communicate With Others

18

Be A Great Team Member By Giving Spectacular Service To Your Peers

19

Smile With Your Voice And Your Personality

20

Take The Extra Effort

21

Do Not Make Assumptions; Do Not Be Afraid To Ask Your Customer To Clarify

22

Be Empathetic To Understand The Customer's Request

23

Identify And Anticipate The Customer's Needs

24

Make Each Customer Feel Important And Appreciated

25

Engage With Your Customer To Make Them Feel Important & Appreciated

26

Apologize When An Error Has Been Made

27

Find Ways To Compliment Customers Only When You Can Be Sincere

28

Address Problems Immediately By Communicating Quickly

29

Diamond Rule Day: Treat Others The Way They Want To Be Treated

30

Ask Questions & Listen To Customers

31

Be P.E.C.  
\*Polite  
\*Engaging  
\*Courteous