

Elevating the Quality of Life in the District



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DGS MISSION STATEMENT:

The Department of General Services (DGS) mission is to ELEVATE the quality of life for the District of Columbia by providing state of the art design and construction, facility maintenance, expert real estate management, portfolio optimization, facility security, and utilities purchasing & commodities management. By building safe and green state-of-the-art facilities which foster economic growth, improve work environments, and enhance educational environments, our trusted and skilled employees help create a better and more vibrant Washington DC.

As an agency that is customer service driven, it is imperative that all DGS employees comply with Customer Service professionalism for all customers.



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Department of General Services (DGS) Customer Service Training

Dealing effectively with people requires many principals, methods, and skills which need to be recognized, learned and practiced. Therefore, the way to make the most of your job is to enjoy it as fully as possible and learn all you can about the process. It's the combination of your attitude and your skills that will determine the kind of customer service you provide for DGS.



DGS Quality Customer Service Guidelines

DGS objective is to provide high quality customer service in the following ways:

- Treat customers with enthusiasm, courtesy, and respect.
- Promptly answer DGS customer's questions with accurate information.
- Use language that our customers can easily understand.
- Promptly respond to our customers' suggestions, concerns, and complaints.



DGS Quality Customer Service Guidelines Cont'd

DGS employees are directly responsible for fulfilling customer service needs. To better support DGS customer service representatives, we:

- Give our employees the decision-making parameters enabling them to go "The Extra Mile" to satisfy customers.
- Involve all DGS employees in customer service improvement initiatives.
- Establish a customer-focused culture and infrastructure at all levels of management and internal support.



DGS Customer Service Excellence

- A smile on your face puts a smile in your voice. You can hear the difference!
- Be first to say “Hello” or “ Good Morning/Afternoon!”
- Be proactive. Offer to help, don’t wait to be asked!



What is Quality DGS Customer Service?

Communicating your best through:

- What you say and your body language
- The sound and tone of your voice (it's often more important than the words you use)



What is Quality DGS Customer Service? Cont'd

Identifying, understanding, and anticipating the needs of internal and external customers by:

- Being sensitive to cultural differences
- Be mindful of others time constraints/commitments
- Being attentive - think How can I be of Service
- SEEK TO UNDERSTAND RATHER THAN BEING UNDERSTOOD



What is Quality DGS Customer Service? Cont'd

Instilling trust and confidence by:

- Treating customers with respect and courtesy
- Making customers feel welcome and important
- Staying energized and projecting a positive attitude (you never get a second chance to create a positive first impression).
- Listening
- Obtaining feedback
- Sending clear messages
- Saying the right thing
- Knowing DGS policies, procedures, and services.



DGS Customer Service Excellence Cont'd

1. My biggest customer service challenge is...
2. Providing superior customer service is important to me because...
3. I am at my best in providing customer service when...
4. DGS quality customer service is important to the District because...



Dealing With Difficult People

Most difficult people are operating from a base of insecurity. Like all of us, they too, have a need to be understood, feel welcome, comfortable, and acknowledged. Difficult people are often merely expressing a need, although they are choosing an inappropriate and impolite way to communicate this need. They are being difficult for their own reasons-not because of you. Most customer service operations find that customers tend to complain about some things more than others.



Dealing With Difficult People Cont'd

Do you know what to do and what to say when you are faced with a difficult customer?



Dealing With Anger

- Don't take it personally.
- The anger is often times not about you. Sometimes the anger is not about the issue at hand-it's about something else and this is simply an opportunity to “Vent” anger.
- Remember that feelings are never right or wrong; they are just feelings.
- Practice proactive listening.
- Be confident in your responses.
- Be sincere and empathetic to customers' needs.
- Validate feelings.
- Get the problem resolved.



8 Anger Therapy Tips

We speak, drive, and move quickly in response to the fight-or-flight syndrome caused by increased adrenaline from an emotional or physical trigger. Our best course of action would be to step back and reflect on what's going on. Rushing to respond can sometimes escalate tension or cause an offensive response.

1. Slow down

The next time you get heated and ready to quarrel, force yourself to slow your pace and calmly assess the situation.

2. Step back

Our best course of action would be to step back and reflect on what's going on. Rushing to respond can sometimes escalate tension or cause an offensive response.



8 Anger Therapy Tips Cont'd

3. Take a break

There are times when "Stepping Back" may not be enough. Stress may be igniting people's emotions. This would be the perfect opportunity to suggest that the group, or people involved, take a break.

4. Rewind the situation

When you start feeling hot under the collar, think back on what led to this state. Was it something a person said? Could it be a past problem triggered by a current issue? Give yourself time to consider WHY you feel upset and what you should do to handle it in the best way.

5. Breathe deeply

Often times we stop breathing when we become angry. **DON'T FORGET TO BREATHE!**



8 Anger Therapy Tips Cont'd

6. Walk about

If possible, walk away for a few minutes to work off anger rather than taking it out on someone. Exuding physical energy can help dissipate feelings of anger.

7. Vent to a friend

When you can arrange it, vent to a close friend or confidante.

8. Smile

Just smile, when you "Hold" a smile for five seconds, it's kind of hard to stay upset. You can smile anytime, almost anywhere, and to pretty much anyone.



DGS Customer Service Pledge

1. We will insure customers feel important by:

- ❖ Promptly addressing customers needs
- ❖ Giving them our undivided attention
- ❖ Spending sufficient time with customers
- ❖ Showing empathy to their concern.

2. We will show the customer we are listening and understand them by:

- ❖ Eliminating listening barriers
- ❖ Being non-judgmental
- ❖ Listening for facts and feelings
- ❖ Paraphrasing what is being said
- ❖ Practicing positive verbal behavior
- ❖ Summarizing what was not said



DGS Customer Service Pledge Cont'd

3. We will give customers accurate information by:

- ❖ Knowing who can help customers if not us
- ❖ Being thorough

4. We will give customers options or alternatives by:

- ❖ Knowing accurate information



DGS Customer Service Pledge Cont'd

5. We will develop customer confidence in DGS by:

- ❖ Professionalism at all times
- ❖ Meeting DGS commitments
- ❖ Being honest and up-front
- ❖ Not taking things personally
- ❖ Being objective

8. We will go the extra mile by

- ❖ Taking action
- ❖ Reducing internal and external customers referral to others
- ❖ Not having a "It's Not My Job" mindset



Providing Exceptional Customer Service

As an agency that is customer service driven, it is imperative that all DGS employees comply with Customer Service professionalism for all customers.