



Customer Service Notes for **wic**

Common Courtesy isn't Always Common

When we are customers outside of WIC, we often encounter service at various businesses that is mediocre or worse. In those instances, common courtesies may be lacking.

As busy WIC staff with heavy caseloads, it could be easy to sometimes lapse into behaviors that are not service-oriented. However, we must strive to always provide stellar service, and common courtesies are a part of that.

When working with participants, consider the following examples of demonstrating common courtesy.

- Correctly pronouncing the participant's name (if you are unsure, ask the person how she pronounces her first and/or last name)
- Warmly greeting each participant who enters your office
- Apologizing to a participant when you are running behind (e.g., "Sorry that I am running late today, Maria.")
- Giving undivided attention to the participant when meeting with her (and not multi-tasking)
- When concluding telephone calls with participants, adding a phrase like "Have a nice day/evening/weekend."

Of course, common courtesy also applies to your co-workers (i.e., internal customers). It makes for a more collaborative, team-oriented work environment when you extend these courtesies to your co-workers. Some examples include the following:

- Saying "Good morning" to your co-workers (and "Have a good night" when leaving)
- When appropriate, stepping in to help a co-worker who is dealing with a frustrated participant
- Letting your Supervisor know with as much advance notice as possible when you are going to be out of the office (also letting him or her know when you are running late)
- Responding to your co-workers' messages and e-mails promptly (this also applies to communication with vendors and the State office)
- Showing you care by asking a co-worker who is struggling with a personal issue how he or she is doing (although, remember that it is not your role to be a social worker)

Showing common courtesy to your participants and co-workers will demonstrate your commitment to excellent service!

Questions for Reflection:

1. Do you consistently demonstrate common courtesy with participants and co-workers?
2. How can you coach co-workers who have lapses in common courtesy?

