



## *Customer Service Notes for WIC* **Reaching Out and Assisting New Team Members**

When new employees join your team, it is important to welcome them and help them in their role of providing excellent service to WIC participants.

While your Director and other Supervisors will provide direction to new employees, co-workers should also help new employees and offer stellar internal customer service as part of the onboarding process.

On a new employee's first day, be sure to introduce yourself and provide a warm welcome. Let the person know about your role in the office and that you are happy to help in any way.

Below are some examples of how you can be a terrific team member as you assist a new employee:

- Especially during the employee's first few days, ask her or him how things are going.
- If you are on a break or at lunch with the new person, without being intrusive, show interest in the employee as a person by learning more about them. For example, you might find that your new co-worker speaks another language that will prove helpful in communicating with certain participants.
- If you find out your new team member likes a certain type of coffee or tea from the local coffee shop, buy them a cup on your way in during the employee's first week. A nice gesture such as this will be appreciated by your new co-worker.
- Knowing that a new employee's first few days will likely be stressful, provide any helpful tips about your office's systems, procedures, office equipment, or reports.

If you are assigned to train the new employee, be sure to encourage the person to ask questions. If this is the person's first time working for WIC, give her or him background on the program. Also share information about your office's culture and its participants. Stories can be an effective way to do this.

Your new team members will appreciate your helpfulness, which will help them get up to speed quicker and allow them to provide excellent service to your participants.

### **Questions for Reflection:**

1. How can you be proactive in helping a new team member?
2. Thinking back to when you were a new WIC employee, what would have helped you at that time? Where possible, incorporate that as you assist a new team member.

