

June - Juggling

Every business has busy periods and during these times, staff can unknowingly become strictly transactional; they move quickly from task to task and customer to customer but the quality of their service dips.

Strictly transactional interactions are bad for business and although it's true that most customers don't like waiting, they **really dislike** being treated like a number or a transaction, and not a person.

June is for *Juggling* like a Customer Service Professional

Practical Activity

Quality and Quantity reminders

Identify when the peak periods of the business are likely to be.

Create and place visual reminders around the workplace to remind staff to remain service focused ie: posters in staff areas, send SMS/email reminders.

Consider creating a "survival pack" or a "survival area" that includes things to help the team remain energised and positive ie: water bottles, gel insoles, healthy snacks, a pedometer to track steps (have a step competition), resistance bands for stretching, stress balls, yoga mats etc.

Ask the team what they would like and provide what you can.

Acknowledge and thank staff for stepping up during peak periods.

