

## **Taking Initiative towards Better Customer Service**

*by Zafar H, Principal Training Facilitator, TEAM Vision*

So much emphasis is being placed on improving the Quality of Customer Service, not only in Singapore but globally. Organisations are continually realising the winning factor may not just lie in quality product but also in quality service. Too many times we wait for things to happen. To improve quality and to build a better customer relationship we need to take the initiative. And what *is* initiative? It's the **POWER** to act before someone does or someone tells us to act. I am not going to tell you to act, as I want to leave that initiative to you, but allow me to share the **4 POWER** points!

### **1. Smile**

It is proven - A smile makes two! Don't wait for the other person to smile at you first – you smile at the other person. And watch how the other person's face bloom. You have just made a new friend or at least one less adversary.

### **2. Self-Talk**

Have you stopped to take notice of your self-talk? Do you know we are talking to ourselves all the time – not that we are crazy, but our mind talks to us all the time. We need to realise how we view the world is our own perception of World and not the world itself. We need to develop a positive self-talk that is valuable and beneficial to our self development and progress. Negative self-talk will be detrimental and can be harmful to our personal development. Tell yourself the people you are going to meet everyday is going to make your day a better day and make you a better person rather than telling yourself someone has spoilt your day!

### **3. Compliment**

Let's not add truth to the statement "Asians are stingy when it comes to giving compliments." Every individual has his strengths and weaknesses. Choose to look at the person's strengths and positive aspects of that individual. And make it a habit to praise or acknowledge their strength and work well done. When you are well served Thank them for it.

### **4. Have Fun**

We tend to forget this 3-letter word. We seem to be perpetually in a hurry and rush that we are never at the moment. Be in the moment. No matter what the situation – difficult customer or not – choose to look at the funnier side of that incident. Laugh about it and move on. But ensure don't laugh at the customer but of the situation. You will be less stressed.

***Remember the POWER to choose your response remains with you. Take that Initiative and Have fun!***