

Handling Situations with Diplomacy

To maintain positive relationships by:

- establishing and sustaining good relationships early-on with people at all levels;
- creating an atmosphere that puts everyone at ease;
- promoting harmony and consensus; and
- tactfully reconciling disagreements to avoid potential conflicts.

Customer Service Competencies

Creating Relationships

To invest in relationships that last beyond the delivery of services through:

- enjoying the interaction with customers as an integral part of the work;
- taking personal responsibility for helping customers solve their problems; and
- creating relationships with customers based on trust.

Delivering Services

To provide customers with services that meet or exceed their expectations by:

- providing prompt, efficient and personalized service;
- serving customers with care and attention; and
- going out of one's way to ensure that customer's needs are met or exceeded.

Dealing with Crises

To respond to crisis situations and work towards resolving related problems by:

- identifying potential crisis situations early-on;
- acting quickly to deal with a crisis;
- solving potential problems and negative outcomes in a proactive manner, where possible;
- alerting others who may need to respond quickly to the crisis; and
- learning from the experience so that similar situations can be avoided.

Following-Up with Customers

To stay involved with and solicit ongoing feedback from customers by:

- keeping customers up-to-date about decisions that affect them;
- seeking the comments, criticisms and involvement of customers; and
- adjusting services based on their feedback.