



Customer Service Importance

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Who gives Customer Service

- Every staff member in information technology
- Create the service culture
- Advocate teamwork and internal customer service



When Customer Service

- Every time all the time!
- Every interaction with customers (legislators, legislative staffers, other branches of government, the public, and each other)



What does it take

- Knowledge
- Listening – really listening
- Kindness
- Practice
- What about complaints



Why Customer Service?

- Because it matters

“Coming together is a beginning; keeping together is progress; working together is success.”

-Henry Ford, Sr.