**Facilitated Customer Service: Service made easy**

Service expectations include:

**Initiate –**

**Staff is available**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_\_Attention diverted by computer \_\_\_Name tag visible \_\_\_Builds rapport with customers, knows

\_\_\_Busy with other tasks \_\_\_Uses mobile technology their library habits, interests, etc.

\_\_\_Unprepared to use mobile tools \_\_\_Professional dress \_\_Above and beyond example:

\_\_\_Name tag not visible \_\_\_Engaged with customer

\_\_Difficulty disengaging from or directly related service

conversation when necessary \_\_Uses strategies to assist multiple

customers when busy

**Staff initiate service**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_\_Waits for customer to approach \_\_\_Smile, Make eye contact \_\_\_Able to serve multiple customer needs

desk or speak first \_\_\_Speak first simultaneously with success

\_\_\_ Primarily serves customer at desk \_\_\_Give a friendly greeting \_\_Quickly serves customer needs, able to serve

\_\_\_ Attention is not on customers \_\_\_Offer service more customers faster

\_\_\_Initiate work orders when needed \_\_Above and beyond example:

**Staff serve with good cheer and empathy**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_Distracted by non-work issues \_\_\_Good listening skills \_\_Above and beyond example:

\_\_Closed body language: arms crossed, \_\_\_Repeats understood need

looks bored, seems unapproachable \_\_\_Voices confirming statement

\_\_Easily distracted, not focused on work \_\_Adjusts communication style

appropriately

**Communicate –**

**Staff meet the need**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_Unable to find info about current \_\_\_Informative about events/services \_\_Solves complex info needs

events/services/materials ­­\_\_Provides options \_\_Identifies creative/unique solutions

\_\_Does not confirm customer can \_\_Ensures customer finds item/ \_\_Demonstrates extensive knowledge of resources

find item or needs more info understands info presented \_\_Above and beyond example:

**Staff maintain order**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_Ignores behavior issues \_\_Influences behaviors w/ 5-step \_\_Successfully manages situations

\_\_Does not respond to issues \_\_Attentive to issues requiring PCCLD to take adverse actions

\_\_Escalates situations too easily \_\_Submits incident reports \_\_ Above and beyond example:

\_\_Ignores gate alarms \_\_Uses de-escalation strategies

\_\_Tends to gate alarms

\_\_Calls 911 when needed

**Elevate –**

**Staff master the art of the hand-off**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_Unknowledgeable of expert resources ­\_\_Refers more complex needs to \_\_Rarely needs to elevate cust. requests

\_\_Discourages feedback experts \_\_ Above and beyond example:

\_\_Unknowledgeable of materials request \_\_Encourages feedback

Procedures \_\_Initiates materials requests

**Motivate –**

**Staff upsell to drive results**

*□ Needs Improvement □ Successful □ Exceeds Expectations*

\_\_Rarely adds more library info to \_\_Shares current talking points \_\_Above and beyond example:

customer service interactions \_\_Shares services/events/materials

\_\_Thank/Invite customer to return