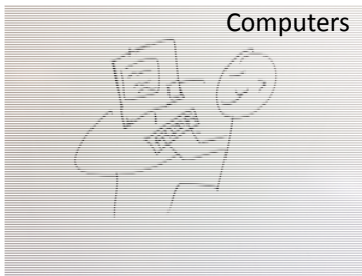


Facilitated Customer Service

By Kayci Barnett Mgr. Giodone Library



What is the most important skill needed to work at the library?



The 2nd most important skill?



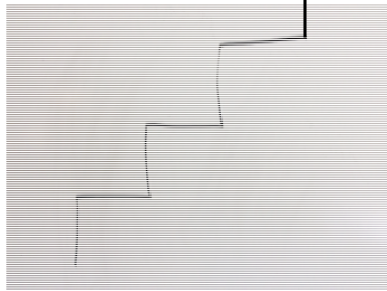
What does facilitate mean?

Make an action or process easier.



Four Steps of Facilitated Customer Service

1. Initiate
2. Communicate
3. Elevate
4. Motivate



Initiate

- Staff is available



Initiate

- Staff initiates service



Initiate

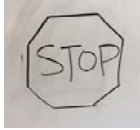
- Serves with good cheer and empathy



Steps to better listening



Stop whatever you are doing



Prepare to listen by taking a deep breath



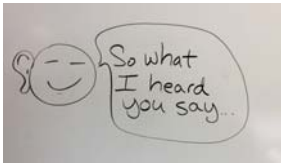
Give the speaker your full attention.



Listen carefully to what they are saying, and body language if possible.

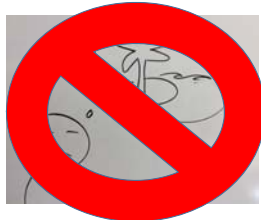


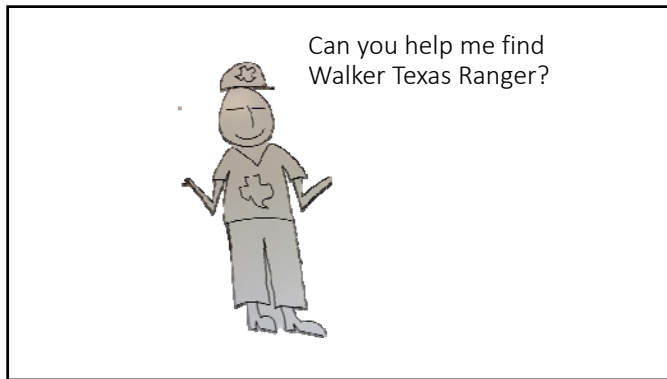
When they've finished paraphrase to ensure you've heard them correctly.

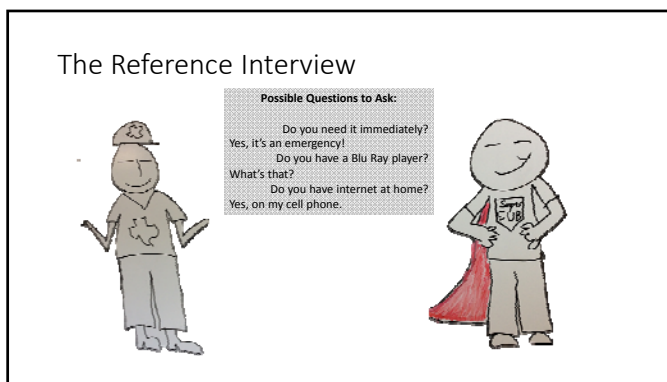


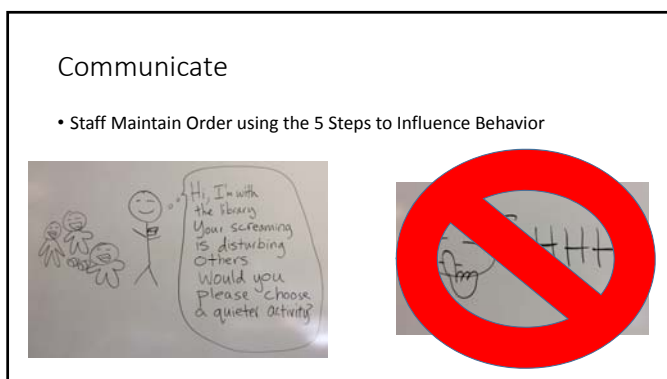
Communicate

- Informative, provides options, ensures customer finds item



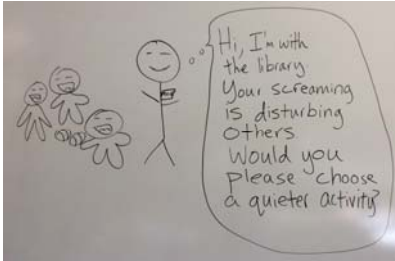






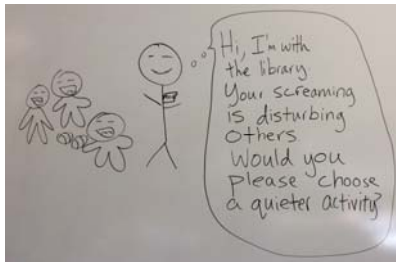
Five Steps to Influence Behavior

1. Ask



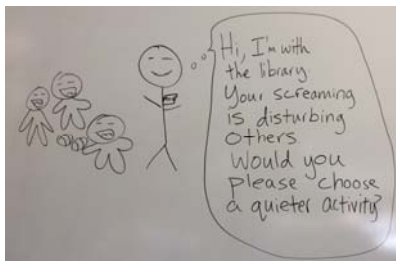
Five Steps to Influence Behavior

2. Explain why



Five Steps to Influence Behavior

3. Present Options



Five Steps to Influence Behavior

4. Confirm Decision



Five Steps to Influence Behavior

5. Act



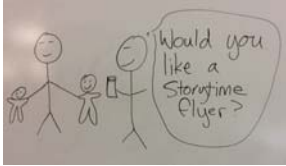
Elevate

- Staff Master the art of the hand-off



Motivate

- Staff upsell to drive results



Key Results

Circulation



Key Results

Program Attendance



Key Results

Visits



Key Results

Computer Use



Don't Perspire, Facilitate!

1. Initiate
2. Communicate
3. Elevate
4. Motivate

