

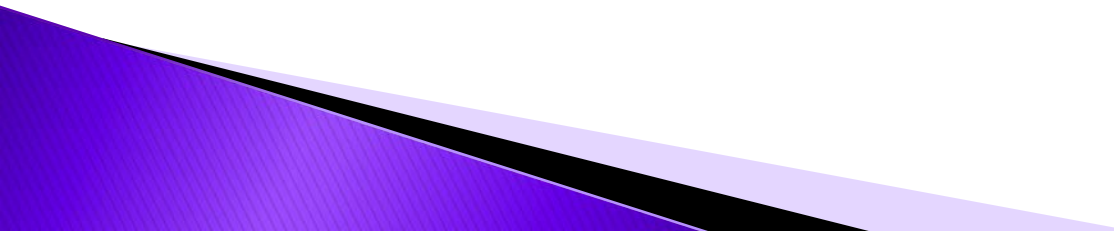
Student Worker Learning Institute

Shakenna Adams & LaShaun Harris

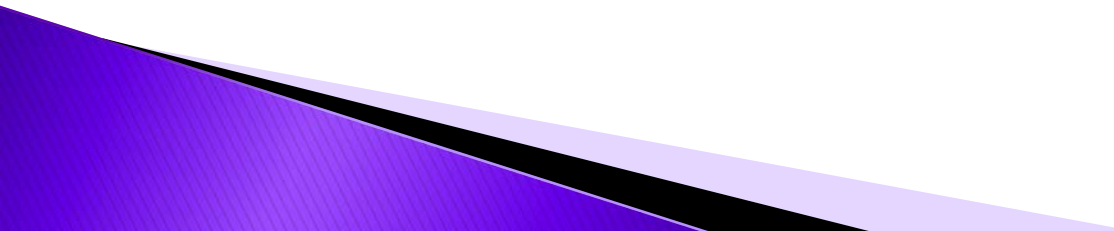


Customer Service with a Smile

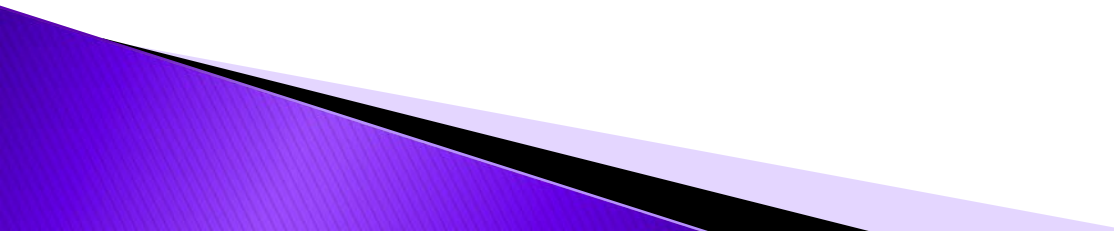
Introduction

- ▶ Good Morning everyone, my name is LaShaun Harris and this is Shakenna Adams. Our LDI project is titled: “College Wide Student Learning Institute”. We chose this project because we both have a passion for giving and receiving quality customer service. There also is not a process in place at this time to train student workers on the importance of providing quality customer service. We hope that our project will be implemented in the near future.
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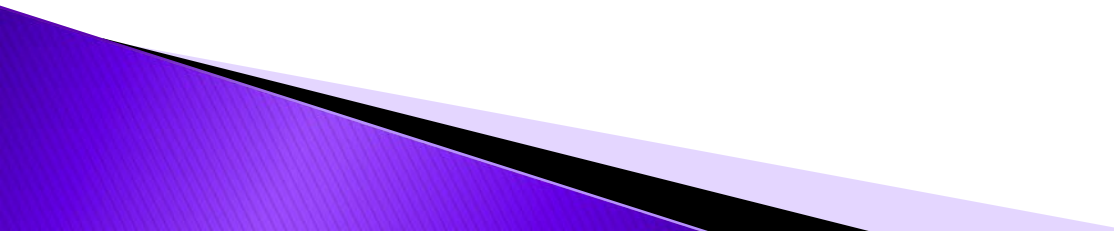
The Importance of Student Workers

- ▶ Our goal as Student Services representatives is to set up a college wide training program that will prepare student workers to perform their assigned duties efficiently.
 - ▶ Student workers are essential to many of the processes that some of our departments perform on a daily basis.
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- ▶ Often times student workers are the first point of contact to visitors at Montgomery College, and as we all know first impressions are lasting impressions.
 - ▶ Our goal is to prepare our student workers for their job placement at Montgomery College. We are proposing mandatory training guidelines to insure their success. The areas we feel are most important are as follows:
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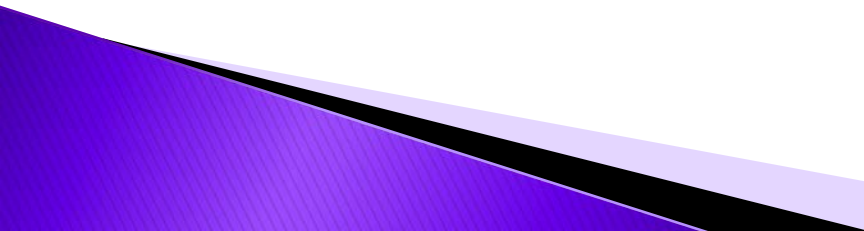
Student Worker Expectations

- ▶ **Dress Code** – Your appearance should be neat and clean.
 - ▶ **Initiative** – There's always work to be done.
 - ▶ **Attendance** – Student workers are expected to report to work at their scheduled time.
 - ▶ **First point of contact** – Students are often the first point of contact.
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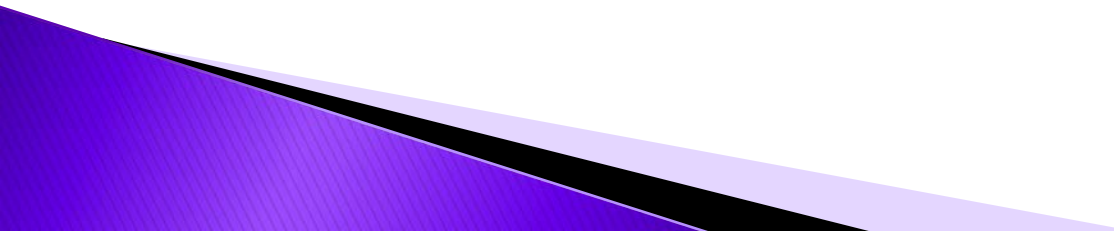
Telephone Etiquette

- ▶ The greeting should be spoken clearly & politely.
 - ▶ Always ask to put a customer on hold & thank them for holding.
 - ▶ Always have a pleasant & friendly tone.
 - ▶ Never interrupt the customer while they are speaking to you & never argue with them.
 - ▶ Always get a good phone number & the correct spelling of a customers name when taking a message.
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Customer Service Etiquette

- ▶ Always smile & demonstrate good manners.
 - ▶ Make customers feel comfortable, valued, & appreciated.
 - ▶ Treat customers with respect, empathy, & efficiency.
 - ▶ Make sure to listen to the customer so that their problem can be solved effectively.
 - ▶ Make sure customers are directed to the correct person or department if you are unable to assist with their issue.
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Closing

- ▶ The idea of the training institute for student workers was meant to help guide them while they are on the job in the various departments at MC. Often times student employment jobs are the first jobs that many of our students have ever held. The information gained in the training can be used by the student workers when they move on to other endeavors or if they become employed at MC as a regular employee.
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- ▶ In addition to the training student workers will also receive a copy of the new Student Employees Reference Guide that we have created and plan to start distributing to students by July of 2014.