



PCSD Customer Service

Welcoming

- Make eye contact
- Use a friendly greeting
- Have a “smile” in your voice
- Remember names
- Maintain a high level of professionalism
- Keep backstage things backstage

It takes time to win a customer, but it only takes seconds to lose one.

Honoring

- Listen and be attentive to needs
- Respond in a timely manner (one business day)
- Own each problem & attempt to resolve it
- It's okay to say “I Don't Know”
 - Add “But, I will find out for you!”
 - Then Follow Through
 - And Follow Up
- Recover when mistakes are made by:
 - Acknowledging
 - Apologizing
 - Affirming

When you show others respect, they will respect you and our district

Connecting

- Listen
- Use positive comments to show you care:
 - Acknowledge
 - Affirm
 - Assure
- Connect individuals
- Follow up within one business day

Working in partnership to ensure academic achievement, responsible behavior and civic engagement

