

THE  
UNIVERSITY  
OF RHODE ISLAND

Division of Student Affairs

# Customer Service Committee

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# Committee Members

- Bobby Britto-Oliveira, Talent Development
- Cynthia Candon, Counseling Center
- Amanda Downey, HRL
- Jennifer Luther, Campus Recreation
- Lorrie Olson, Memorial Union
- Karen Orabona, Dining Services
- Patricia Parkes, Health Services
- Wendy Pugh, Dining/Catering Services
- Colin Rich, Campus Store
- Susan Sahagian, Dining Services

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# Examples

- How does your department currently provide excellent customer service?

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# Committee Charge

- Create Definitions for the following terms:
  - Cultural Sensitivity and Awareness
  - Courtesy
  - Active Listening
  - Attentiveness
  - Patience
  - Customer Service Recovery

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# Definitions

- **Cultural Sensitivity and Awareness** - Being aware that cultural differences and similarities between people exist without assigning them a value such as better or worse, right or wrong. By being aware of cultural differences and similarities, respect and understanding can be gained leading to appropriate and effective interactions.

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## Definitions continued...

- **Courtesy** - Showing politeness in one's attitude and behavior towards others; a behavior marked by respect for others.

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# Definitions continued...

- **Active Listening** - Requires that the listener fully concentrate, understand, and acknowledge what is being said making a conscious effort to fully engage.

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## Definitions continued...

- **Attentiveness** - Being fully present through the use of strong listening skills, verbal and non-verbal, while interacting with others; Assuring that your customer feels they are the most important priority of the person serving them.

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## Definitions continued...

- **Patience** - The ability to remain calm and professional when dealing with a difficult situation, task, or person; the capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.



## Definitions continued...

- **Customer Service Recovery** - Listening with empathy and genuinely working to return a dissatisfied customer to a position of satisfaction in a timely manner.

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# Committee Charge Continued...

- Create a statement that describes the Division of Student Affairs Customer Service Standard.

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# RHODY SERVICE RHODY PRIDE

*Every Action is a Reflection*

The Division of Student Affairs will **engage** students, families, faculty, staff and the community with care and respect. We strive to conduct our work in a manner that **demonstrates** courtesy, cultural awareness, sensitivity, active listening, proactive problem-solving and patience while **delivering exemplary customer service.**



## **WE PROMISE TO:**

Provide excellent customer service to all campus and community members.

View customer service as an opportunity to exceed expectations.

Demonstrate courtesy, sincerity and attentiveness.

Communicate with professionalism to enhance the learning experience.

Value our customers through our actions.

# Resources

- Website:

<https://web.uri.edu/student-affairs/extreme-customer-service/>

# Committee Charge Continued...

- Create a customer service program for the Division of Student Affairs.
- ❖ Finalize standards for receiving/ transferring phone calls, responding to emails, face-to-face interactions, department websites.

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# Questions? Ideas? Comments?

- Please contact your department representative with any ideas or comments for the Customer Service Committee.
- Consider joining the committee in the future.

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# Thank you!

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