



June 2016
Providing Superior Customer Service at DHS

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I wanted to take a few minutes to talk to you about customer service. That phrase is out there a lot, and we see the signs when we go into restaurants and businesses, but what we do is customer service.

We have families. We have youth. We have contractors, volunteers, visitors, and people who may call and have an inquiry.

What we must do is make it as pleasant an exchange as possible. We must be good listeners, attentive to people's needs. Let's realize that the way we want to be treated should be the same situation in reverse. We want people to come away with knowing that we cared, and we tried to address their problems, and if we couldn't, we referred them to someone else or found someone else who could assist.

This is all part of being proactive in what we do in making sure that customers know that we care and we value them and that we are responsive.