



CUSTOMER DELIGHT

Volume 2, Issue 10

<http://cityweb/cd>

November 2009

EmployeeFest - Celebrating the City's Best!

Good food, great friends, fun entertainment, beautiful weather, and a celebration of Hampton city employee service sum up this year's EmployeeFest celebration. Over 850 employees came out to Sandy Bottom Nature Park on a cool autumn



day to enjoy the festivities and celebrate everything Hampton.

In addition to music, facepainting, crafts, football, water sports, inflatables for the kids; employees that go above-and-beyond in delighting our customers were honored and celebrated by all who attended.



The annual Customer Service Cup was awarded to the Waste Water Stoppage Crew which includes Jason Mitchell, Barry Dobbins, Robert Isom, Coy Byrd, Tony Johnson, Juan Roland, Roland Stanworth, Leroy Wilson, Brandon Jones,

John Tingen, and Andrew Pasterczyk. Second runner-up was the Streets and Roads Asphalt Team which includes Roy Chesterfield, Rodney Kiefert, Frank Christian, Larry Harris, David Jackson, Clarence Pettaway, Patrick Pfeiffer, Thomas Quinn, Rex Reichert, Jimmie Sparkmon, William Stewart, Robert Zasimowich, and Randall McMurray. Finally, the third place winners were the 311 Call Center Team which

Congratulations to all of those employees spreading customer delight around Hampton.

And a special thanks to the employees who worked at the event so the rest of us could enjoy ourselves and have fun. Even as we were celebrating customer service, we were being served ourselves by great city employees! Kudos to everyone involved with the successful event.

includes Liz Nisley, Kris Bowers, Jasmine Bryson, Florine Gaskins, Aja Herman, Kenya Hicks, Mary Hicks, Tesha Hill, Alicia Patterson, DJ Russell, Javon Sneed, Lori Thomas, Liz Tunstall, Nellie Watson, Deirdre Wheeler, Symphoni Wiggins, and Carolyn Wright.

Turkey Anyone?

It's that time of year again... Turkey Day is just around the corner! And OMG! – the biggest shopping day of the year, Friday after Thanksgiving! Big sales, waiting outside a store at 4:00 a.m., long lines, rain-checks, stressed out sales folks that don't have a clue where the latest Wii game is. Sometimes I think that they all eat way too much turkey and fall asleep at the customer service counter! We here at Customer Delight Central like to call those kinds of folks "Service Turkeys."

Have you ever encountered a Service Turkey? Sure you have! Like someone who refuses to acknowledge that you walked into the office or store? Or how about a waiter that you have to keep calling back to the table? What about customer service help line you called and all you get is "gobble, gobble" from the call taker on the other end? Oh and don't you just love the Service Turkey at the car repair shop? The one that told you that you need new tires when you just bought a new set 6 months ago...gobble, gobble, gobble.

We have all had a "Service Turkey" experience sometime in our lives and it is very frustrating when we do. Think about a time when you were having a bad day – got up late for work, kids are sick with a cold and your car would not start. You were 10 minutes late for a doctor's appointment that day and you walk in and the receptionist "gobbled" at you about being late and told you that you would have to reschedule. Gobble, gobble, gobble.

Have you ever been a "Service Turkey" to your customers? Have you "gobbled" at a customer when you were having a bad day? Be honest...we all have had crummy days. But do you bring it to work and "gobble" at a customer? Think about it.

Let's all try and treat our customers as the "company" at our Thanksgiving Day feast – not like the turkey we eat and gobble down!



The Turkey Challenge

Submit your example of a Customer Service Turkey experience and you could win a turkey for your Thanksgiving feast.

Please submit your stories by **Friday, November 13** to customerdelight@hampton.gov or by calling 728-2020.

Submissions will be placed in a drawing for the prize turkey.



Please Recycle

Wastewater Stoppage Crew Captures the “Cup”

The story you are about to read is true; the names remain the same to congratulate the winners.

This is the city. It’s 9:45 p.m. and you’re ready to hit the shower and curl up for a long winter’s nap when...suddenly...you realize that the sink won’t drain and the commode won’t flush. What catastrophe; all the plumbing in the house is backed up! Who ya gonna call; “Waste-busters” that ever-ready and reliable stoppage crew from the Wastewater division of public works.

In a flash they arrive, bust through that grease or root clogged line, give you that “all-clear” thumbs up and disappear into the night responding to a call from another distressed customer. Who are those masked men in overalls and baseball caps with huge smiles on their faces?

Those men are the latest winners of the City Manager’s Exceptional Service Award; the Customer Service Cup for 2009 as announced at the Employee Fest at Sandy Bottom Nature Park on October 11.

This team includes **Robert Isom, Coy Byrd, Tony Johnson, Roland Stanworth, Leroy Wilson, Andrew Pasterczyk**, (pictured) along with **Brandon Jones, Juan Roland, and John Tingen**. They are the front line warriors fighting stoppages seven days a week under the guidance and leadership of **Barry Dobbins and Jason Mitchell**.

Without these folks our lives would be quite miserable and very expensive if we had to call a plumber! These Wastewater stoppage crew members respond to over 5,500 calls for service 24 hours a day, seven days a week, 365 days a year, in every type of weather imaginable.

The most common stoppages they face are grease in the line or tree roots that clog the sewer lateral to the house and their job is not simply to clear the stoppage but to patiently educate the public on why a sewer line gets clogged and how to avoid it in the future. In some cases, they even issue a free grease trap bucket to the customer rather than have grease poured down the drain.

But their value does not lie only with clearing stoppages. They are also dispatched to any after-hours, weekend, or holiday emergency that may come up city-wide such as a flooded street, a utility cut, a water leak in the street, or an overflow that requires immediate response and attention. They are the tip of the arrow for the public works department ready to respond, report, and remedy any issue that is our concern.

Protecting the public is the name of their game and they do it well with smiles on their faces and the welfare of our citizens in their hearts. Congratulations gentlemen of the Wastewater stoppage crew! Enjoy the City Manager’s Customer Service Cup and know how thankful we are for the job you do.



Higher Purpose Spotlight

The Wastewater stoppage crew is truly in tune with their higher purpose. Imagine this: wastewater is backing up into your home. “Unpleasant” DOES NOT BEGIN to describe your situation. And then you realize the situation may be even worse – is your health and the health of your family in danger?

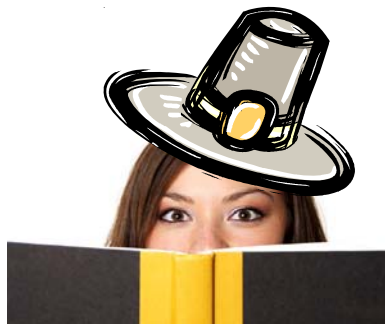
This is the type of situation that the Wastewater Stoppage Crew responds to with the highest skill and understanding of their customers’ concerns.

Protecting the public from a catastrophic health problem should the sewer system fail is about as high a purpose as you can imagine.

And the better the “Waste-busters” do their jobs, the more invisible they become.

Ask Dee

Dear Dee,



In my position with the City, I often have to deliver unpleasant news to my customers. Sometimes the news is that the customer can’t do something and sometimes it’s the City that can’t do something. How can I tell the customer something they don’t want to hear and still provide great service?

Tell it like it is Tommy

It’s all in the delivery Tommy!

When you need to deliver unpleasant news, your attitude plays an important part. Explaining why something must be done in a particular way is better than “quoting regulations.” Giving a reason why we can’t perform a certain service is better than “reciting policy.” At times we all have to deliver news that a customer may not want to hear, but most people will understand if they know *why*.

As much as possible, give your customer alternatives or other resources that may help. There is nothing worse than being told “no,” and then no other option is given - where does the customer go from here? If you help to create a win-win situation, help the customer help themselves, and truly want to help the customer achieve their goals, then even bad news is not so bad!

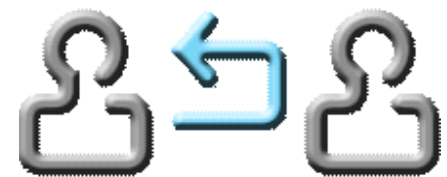
If you have a customer service challenge that Dee can help you with, email Dee at customerdelight@hampton.gov. Your challenge may be selected for the newsletter and help someone else as well!

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Do You Have a Customer Service Challenge?

Not sure how to handle a particular customer situation?
Need advice about providing outstanding customer service?

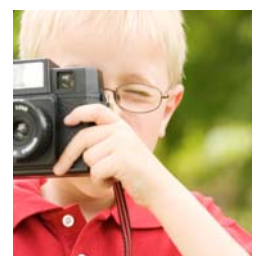
Ask Dee Light!

Dee is our customer service guru and she is here to help you with your customer service challenges!

**customerdelight@hampton.gov
or 728-2020**

Photo Contest

Make Sure to Vote for Your Employee Fest Photo Favorites at <http://cityweb/cd> and See the Winner in the December Customer Delight Edition



Please Recycle