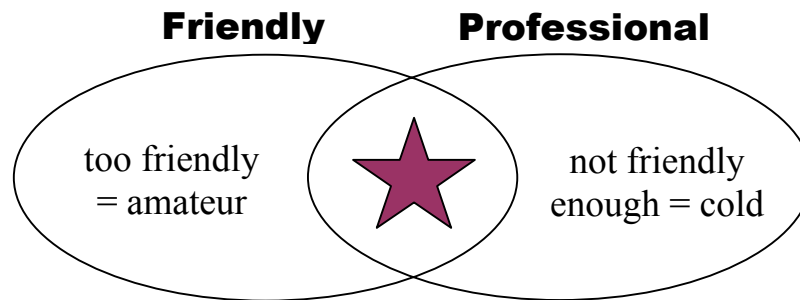


# Professional



As well as being nice, customer care is about being professional – getting the task right as well as the people.

In order to be professional you will need to be...

<ul style="list-style-type: none"> <li>• smart</li> <li>• organised</li> <li>• calm</li> <li>• assertive</li> </ul>	}	<ul style="list-style-type: none"> <li>➤ lists of what to remember when doing a job</li> <li>➤ lists of jobs to do – so you always remember to do what you’ve promised to do</li> <li>➤ take messages for others – give your name, get their full name, write the message down</li> <li>➤ make sure others take messages for you properly – details of person, why they called, tell them when to say you’ll call them back</li> <li>➤ others need to know when you will be back</li> <li>➤ rotas / make sure that there is always cover</li> <li>➤ take ownership instead of saying “not my job” or “he’s away until Thursday”</li> <li>➤ if it was you who took the original message you must make sure that colleagues phone customers back / do what was requested</li> <li>➤ neat and tidy working area – they <i>will</i> see it!</li> </ul>
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