

New Year's Resolutions for Customer Service Reps

I resolve to **rediscover the importance of my job** as a customer service representative.

I resolve to do my part in **establishing long-term relationships** with our customers — to be an effective problem solver and problem preventer.

I resolve to **spread the customer service message throughout the organization**, to be an advocate for customers, and to continue to work — on our customers' behalf — with other departments in order to enlist their support and cooperation in working with our customers.

I resolve to **view angry and demanding customers as a challenge**, an opportunity to use my skills, and I further resolve to help them defuse their anger and hostility so that together we can solve their problems.

I resolve to **welcome complaints as an opportunity to improve** our quality of service and an opportunity to turn complaining customers into loyal, satisfied customers.

I resolve to **be an effective team member**, doing at least my share, offering to help others when needed and asking for help when I need it.

I resolve to continually look for and **suggest ways in which we can improve** our service to customers, our processes and procedures, and our effectiveness.

I resolve to be proactive, to **anticipate customers' needs** and to take the extra steps that will help us delight our customers.

I resolve to **be warm, cheerful, and enthusiastic** with customers and coworkers alike.

I resolve to learn, to change, to grow, and to **take advantage of all opportunities for self-development**.

I resolve to **take good care of myself**, to learn to manage the stress that is a normal part of the everyday world of customer service — and to stay “up” in “down” situations.

I know that keeping these resolutions will help make me the best customer service representative I can be in 2009.