Customer Service Strategies: A Training Seminar

An Honors Thesis (HONRS 499)

by

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receive help?  (Allow two to three responses.) As one of the service providers who was willing to help were there ever times when you did not know the answers?  How did that make you feel?  (Allow two to three responses.) As a service provider who was unwilling to assist customers, what did you feel?  (Allow two to three responses.)

This activity is meant to serve as an eye-opening experience for the participants. Many of the participants may be impatient, rude, and nasty when asked to assist a customer. Note that that behavior is fairly common. Make sure that everyone realizes that customer service is not always about bowing down to a customer, but rather, is a process of assisting a customer in a thorough and friendly manner.

You may have felt awkward during this activity. You may be the type of person who rarely asks for help, or the type who readily offers help to others. Whether you are telling someone how to get to the restroom, or giving them detailed instructions of how to find Lafollette, you are using customer service.

Every position at the university, from the campus tour guide to the dining service dish washer, encounters