

## Customer Service Haiku

Haiku is a traditional form of Japanese poetry originating in the 16th century. Haiku is known for its grace and evocative nature. Each Haiku contains three lines; the first line contains five syllables, the second line seven syllables, and the third line also five syllables. I penned the following Haiku in honor of Customer Service Week, 2002.

It's service season

While a hot wind always blows

I remain sedate.

The phone rings again.

I smile...angry callers curse...

Just another day.

The perfect workday

No calls and no e-mails

Today is Sunday.

Customers are mad.

I make them happy again.

I'm professional.

My queue overflows

200 unread e-mails

Which to answer first?

Lots call when they're mad

Fewer call when they're happy

But always they call!

Complaints, problems too

What's a CSR to do?

Empathize with love.

I'm feeling tired;

Mirror mirror on the wall

help me with this call.

They're mad, they tell me.

I listen with compassion.

And then they thank me.

When you're stressed, relax.

When they are mean and hostile

Don't let it hurt you.

Problem solved, I write

It's another solution

Boss, I'm on a roll.

Angry, mad and irked...

That last caller was a jerk

Yet I remain calm.

How to be your best?

Service Orientation —

Toward one and to all

"Help, help," they all plea

"It doesn't work," they tell me.

Just RTFM!

[RTFM is an acronym for

Read the <Fabulous> Manual]

Customer Service:

A common phrase, overused.

At its core: show care.

Someone just thanked me

Not for what I said or did

But how I listened!

I'm Craig Harrison

Customer service trainer

here to serve your needs!

Reader: Try your hand at writing haiku.

Each should be three lines. The first and third lines should contain five (5)

syllables, and the middle line should contain seven (7).

Haiku are therapeutic to write as well as read. They're little pieces of artwork that can soothe and entertain, enlighten and comfort.

# Craig Harrison's Popular Service Presentations



• Speaker • Trainer  
• Consultant



## Stellar Service!

### 101 Top Drawer Tips for Bottom Line Success

In a competitive marketplace let your service differentiate you from the rest and build customers for life. Excerpted from Craig's book *STELLAR SERVICE!*, this program teaches techniques for in-person, telephone and Internet service, including dealing with difficult customers successfully.



## Hello, And Thank You For Calling!

Delivering great customer service over the telephone means more than answering the phone on the first ring, or being polite and courteous to callers. **Great phone support** means managing yourself, your caller, the equipment and the process, so as to resolve problems, retain customers and strengthen relationships. Welcome to THE VOICE OF CUSTOMER SERVICE.



## Turning Customer Service Inside Out!

While your focus is on serving external customers, how well are you serving the needs of your **internal customers**? It all starts within your organization. Learn how effective internal communication between departments, teamwork and recognition send a consistent message all affect your company's ability to serve all its customers!



## Handling Difficult Questions & Questioners

Learn proven **strategies to respond to hostile questions**, hostile questioners and volatile situations you will inevitably encounter. Gain confidence in impromptu speaking situations, learn to pre-empt difficult questions and discover ways to finesse your question and questioner to win-wins.

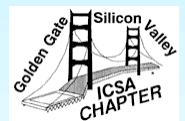
3151 Eton  
Avenue  
Suite 102  
Berkeley, CA  
94705  
USA

Direct:  
(510) 547-0664

FAX:  
(888) 450-0664

Service@  
ExpressionsOf  
Excellence.com

www.  
ExpressionsOf  
Excellence.com



Past President  
International  
Customer Service  
Association  
for the SF Bay Area  
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