

CUSTOMER SERVICE HAIKU

HAIKUS are traditional Japanese poems originating in the 16th century. Known for their grace and evocative nature, each HAIKU contains three lines; the first line contains five syllables, the second line has seven syllables and the third line is formed of another five syllables. I penned the following HAIKUS in honor of annual Customer Service Week.

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 que 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!

www.craigspeaks.com/Customer_Service.html

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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.



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International
Customer Service
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for the SF Bay Area
&
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