



CUSTOMER DELIGHT

In order to be more cost effective we are no longer addressing this newsletter to each individual and are in the process of making other changes as well. Please help us to be more effective by answering the survey (see back of this publication).

Volume 2, Issue 4

<http://cityweb/cd>

May 2009

Mapping the Direction to Customer Service

Allan Lambert is Making a Difference

When everyone in the city is your customer, and every project request is unique, customer service can get a little overwhelming.

"I don't like to pass requests along to other people, I like to help everyone first-hand. Sometimes I help too much, but I can't help it... I help!"

And help he does. Allan Lambert is an Information Systems Manager in Hampton's Information Technology Department and he

lines. As my imagination kicked in I thought, "This guy might have some secret pirate treasure maps or know where some hidden pirate treasure from Blackbeard days is located. And, if it's under City Hall would I get in trouble for digging a hole in the lobby floor in hopes of a few gold coins if I promise to put the tiles back when I'm done?"

As a city employee since March of 1999, Allan enlightened me to the fact

that his job is much more than my limited knowledge of mapping and its uses, and his client base is... well... every department in the city, citizens, builders, historians, and even the post office.

And let me tell you, this is the guy who should be in touch with every department and citizen because Allan epitomizes customer service.

As he explained the details of his job and what kind of information he could provide I was amazed. He can analyze crime and code violation statistics and show those concentrations on a map, he can take a drawing of a future building and lay it on top of existing land for planning purposes, he can tell you how many Hampton homes are within 1/2 mile of a park (and it's the majority of homes in Hampton - wow), and the list goes on and on. He even testifies in court for actual criminal

court cases, verifies and updates addresses to make sure emergency vehicles get to the right



handles Geographical Information Systems (GIS) requests among about a million other things.

Just like many city folks I come in contact with on a daily basis, I really didn't know the complete makeup of his job - but I did know he was some sort of "Map Guy."

Prior to the interview I had visions of various maps of the city highlighting water or property

Why is providing delightful customer service even more important during tough economic times?

Quincy Daniel, Drainage Maintenance:

"The last thing you want to do in tough economic times is disappoint your customer. They are already going through financially tough times and you don't want to add to the burden by providing bad service. What you want to do is help them out as much as possible."

Paul Hicks, Facilities Maintenance:

"We need to realize people become more demanding and picky when times are tougher. They want, and deserve, the best service and the most value for their dollar."

Bob Smith, Street Operations:

"The customer wants to be sure they are getting the best value for each of their tax dollars. Our primary job to them is to provide that value."

Robert Carrols, Solid Waste:

"Tough economic times are tough on us as well as our customers and they deserve the best service we can give them. They are our paycheck so we have got to do the very best to please our customers."

Leo Blades, Traffic Operations and Engineering:

"More than ever we need to take care of our citizens in tough times. It is a responsibility of our mission statement to make Hampton the Most Livable City in Virginia. We need to do the best we can for every citizen and business we serve in the City of Hampton."

James Herring, Solid Waste:

"It is important now because many of the residents we serve have lost jobs, have less wages, and tighter budgets. They are less patient and more easily aggravated over lower priority things in their lives like city services. When we provide good customer service it lets them worry about the big things in their lives, not the small stuff."

Robert Isom, Wastewater:

"We need to be better and be more effective with the resources we have right now in tough times. We need to do a better job now and be twice as good as before and give the customer the absolute best we can give them."



The Winners

Next Month It Could Be You!

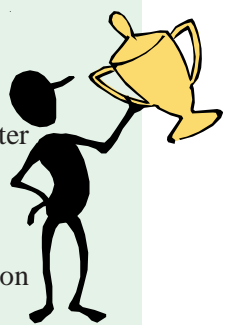
Delightful Dollar Winners

March

Wendell Braxton - Facilities
Symphoni Wiggins - 311 Call Center
Carl Viars - PW Engineering
Carolyn Wright - 311 Call Center

April

Liz Linthicum - Parks & Recreation
Curtis Moore - Facilities
Wilburt Brown - Solid Waste
Aggie Dale - Codes



Got Bling?

If not, come to Customer Delight Training! All attendees receive a gold Committed to Excellence pin! Upcoming sessions

will be held on Tuesday, May 5 and Wednesday, June 3 from 9 a.m. until noon or 1-4 p.m. For more information or to register contact HRFrontDesk@hampton.gov or 727-6407. All Sessions are held in Human Resources on the 4th Floor of City Hall.



Please Recycle

Customer Delight Survey

We want your opinion on the Customer Delight Newsletter and our citywide customer service initiative in general. Please answer the following questions and send your completed survey to Kevin Gallagher in Public Works by interoffice mail or complete the online survey at <http://cityweb/cd>. We will share the results of the survey in a future issue of the newsletter. Your opinions do matter to us and they will shape future issues of this newsletter. Thank you for taking the time to participate in this survey.

- Do you read the Customer Delight Newsletter?
Always Often Usually Sometimes Never*
*If never, please skip to question 4
- Do you find valuable information in the newsletter?
Always Often Usually Sometimes Never
- Do you use the newsletter information/tips on customer service when you deal with the public?
Always Often Usually Sometimes Never
- Do you believe that our organization values employees who provide exceptional customer service?
Always Often Usually Sometimes Never
- Is customer service talked about and valued in your individual workplace?
Always Often Usually Sometimes Never
- Is customer service reviewed and rated as part of your yearly performance review?
Always Often Usually Sometimes Never
- Do you have access to enough opportunities to train, practice, and develop your customer service skills?
Always Often Usually Sometimes Never
- Do you believe that exceptional customer service is rewarded enough?
Always Often Usually Sometimes Never
- Check off the items you enjoy reading in the Customer Delight Newsletter:
 Customer service tips
 Learning about the higher purpose
 Employee stories on making a difference
 Quotes from our customers
 Quotes from fellow employees
 Articles on improving customer service
- What changes or new features would you like to see in the Customer Delight Newsletter?



The Right We Do When the Moment is Hard

As we all know, we are in tough economic times and our organization is facing a challenging budget process. Employees are concerned about their futures and our leaders feel true concern for the weight of the decisions that need to be made.

What helps when times are hard? For some of us, it may be a call to our higher purpose. President Obama illustrated this point when he said, **“True character...is revealed not during times of comfort and ease, but by the right we do when the moment is hard.”**

Will we bring our best to serving our citizens and working with each other? We can. And you can hear that desire to ‘do right’ in the comments employees make in customer delight training, read it in the “Making a Difference” stories in this newsletter, and hear it in the “Higher Purpose” statements employees write.

We have a deep desire to do what’s right and make a difference. Not that we will be perfect. But to do the right thing, at the most difficult time, exemplifies the kind of character we want for ourselves and others.

Higher Purpose Spotlight

Sam Skinner, Codes Compliance



*“I once had to tell a citizen that his hot tub had to be rewired because it didn’t meet Code. Let’s just say he was not delighted. I took the time to explain that I knew he wanted his family to be safe. He understood and could see **that’s why we’re there – to keep people safe.**”*

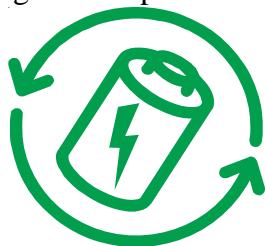
“Don’t worry when you are not recognized, but strive to be worthy of recognition.”

-Abraham Lincoln

Recharging the Batteries

As the winter doldrums fade into spring and you’re feeling the stress of work and the economy, take some time to relax and recharge your batteries. Sometimes it’s hard to provide Customer Delight when you’re feeling the pressure of issues surrounding the workplace. Here are some tips for relaxing:

- 🌟 Put a smile on your face and have some fun with your coworkers.
- 🌟 Eat a piece of dark chocolate... natural endorphins!
- 🌟 Take a walk outside and spend your break in the sunshine.
- 🌟 Wear fuzzy bunny slippers while working at your PC.
- 🌟 Liven up your workplace: bring in flowers, photos, or even a coveted sports trophy.
- 🌟 Become a desk-yoga guru; learn simple yoga stretches you can do while at your desk.
- 🌟 Don’t be afraid to laugh at your mistakes!
- 🌟 Have fun with a coloring book and crayons, and pay homage to your inner child by having a little fun coloring outside the lines.
- 🌟 Eat well, get plenty of sleep, and remember to exercise. Even a short, 10-minute walk is better than no walk.
- 🌟 Don’t skip the Funnies in today’s newspaper!



Stress and anxiety are natural reactions that can happen to all of us. To help ease stress, talk with a trusted friend, co-worker or counselor, and try following a few of the tips above. Remember that life’s simple pleasures will often recharge our batteries and put a spring back into our step!

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