**Customer service**

Customer service is the backbone and starting point of any successful business.

Five tips for a good customer service:

Tip #1 - You Value Your Customers, Now Let Them Know It  
  
Your customers want to feel as though you value them, they want to believe that when they contact you for any reason that you are going to be in tune with them, giving them attention, listening to what they have to say, and being respectful all at the same time. For a short period of time, your customer, when they contact or visit you, wants to feel like they are the most important person in your world at that very moment.  
  
Tip #2 - Understand That Time Is Of Essence  
  
Your customer's time is just as valuable as your own. When dealing with customers, make sure that you do everything you can to minimize their wait time, answer their questions. If there is a question that you cannot answer, you should immediately find out who can answer it and refer the customer to that person. Refrain from passing the customer from person to person in efforts to find the answer, send them to the right person the first time, if at all possible.  
  
Tip #3 - Know Your Business and Employees That Know Your Business  
  
There is nothing worse in customer service than a customer who gets a sales person or operator who has no clue as to what they are talking about. You want to make sure that you, your-self, as well as any person working with you that must deal with customers have extensive knowledge of your entire business. This means every element from prices to products to services and all the way down to promotions, guarantees, as well as policies.  
  
Tip #4 - Remain Cordial Even in the Face Of Anger  
  
In customer service, you should expect to deal with difficult and demanding customers. However, you should have the ability to deal with these types of customers without losing your own cool, your respect, your attention, and your listening skills. If you are nice to them, chances are their attitudes will change while dealing with you. Make sure that you make every effort to resolve their problems and keep them as a customer in the future.

Tip #5 - Remember Why You Have a Job  
  
The customer is the total basis to your business, without them it wouldn't exist. Therefore, you have to keep them happy and be sure that you are providing them with good customer service at all costs. This means you need to answer their questions, help them in finding what they need, solve their problems, and meet their demands in a quick, but professional fashion.

**Summary**

The in-service on a customer service topic was a great experience with the school service kitchen personnel due to they were very interested in learning about how to get better on the customer service topic. They participated effectively and answered the questions correctly. One of the staff member took the happy face for serving with a smile campaign and wanted to posted on both ends of the service line and inside of the kitchen to remind her co-workers how important is to have a smile while serving to the students and how helpful is to be reminded about tips for better customer service in the food service level.

The presentation was short and had good content which the kitchen personnel appreciated due to their short time they had to start their chores. It was a satisfying and productive experience.