

I've Got Service Attitude!

Think About It:

Customer service is all about attitude. A positive, professional and energetic attitude is the foundation of stellar customer service. The attitude you share every day with co-workers and customers is contagious. If your attitude says you're there to get the job done, have fun and exceed your customers' expectations, then you've got Service Attitude!

Have you ever met a Negatron? Negatrons thrive on the negative, delighting in being miserable, even when things aren't so bad. Instead of seeing the glass as half-full, they don't even see the glass! Negatrons are quick to point out the "yeah, but" for every new idea. Most people don't want to work with, or do business with, Negatrons. Get rid of the Negatron behavior, get some positive energy, and get Service Attitude! You'll provide better service, and have more fun while you're doing it!

Talk About It:

- ★ What are some of the Negatron behaviors you see around you?
- ★ Does your body language say "Negatron" or Service Attitude!? What's the difference?
- ★ Are your customers hearing "Negatron" or Service Attitude!? Talk about:
 - ★ Tone of voice
 - ★ Pace of speech
 - ★ Volume of speech
 - ★ Choice of words
 - ★ How to put a smile in your voice
- ★ What Negatron attitudes or behaviors might be barriers to having a Service Attitude!

Do It:

Make a list of behaviors that you and your team promise to change. Post it in a visible place. Help each other Nuke the Negatron Behavior. What are your own barriers and how will you overcome them? We all have attitudes that we fall into by habit. At least once a week, review your list. Before long, you will have Service Attitude!