



Deadly Service Attitudes

The Policy Pusher - the employee whose personal mission statement is “that’s not our policy”. A sure way to send your customer to a competitor who will listen and meet their needs.

The Task Master – the ultra efficient employee who treats customers as a task on a list – “next...”. This employee believes that moving through customers is more important than fully serving a customer and providing the extra time that may be required.

The Talk-a-Holic – the employee who believes in the importance of building relationships to an extreme. Often overheard to be going on and on and on in their explanations, or not giving the customer a chance to talk. Reign in and redirect the strength of this staff!

The Pessimist – the employee who has a “glass is half empty” attitude towards everything. Often leading to a decline in team morale with phrases like “we’ve always done it this way, why do we need to change?” or “this company never follows through...” or “it won’t work”. This staff needs a turn around – challenge the questions by redirecting them to a “how might we?”.

The Blamer – the employee who never does anything wrong in their eyes! When dealing with customers who have experienced problems, this staff can be overheard to use phrases like “that’s because (insert department) never did their job”, or “that’s because we are short staffed” etc. Unable to recognize that success is a team effort and the customer really doesn’t need or want excuses, this one needs to be held responsible for the role they play in supporting the team and taking ownership of the part they may have in the problem!