

Exercise #1

Customer Service is Paramount

In this exercise you will analyze unforgettable customer service experiences and relate them to the public library setting.

Instructions: Working in groups of four or five,

1. Each person in the group will take three minutes to jot down several personal, memorable experiences of (a) exceptional customer service and (b) horrid customer service.
2. Choose a recorder.
3. Each person will share best or worst story with the group.
4. Vote on the best or worst.
5. Choose one member to report to the class.

I. Exceptional Customer Service:

II. Poor Customer Service: