

Tourism Customer Service Program

Our success depends on my Character which is expressed in my Words and Actions

Our Service Intention →	My Beliefs and Goals →	Managing my thoughts & feelings →	= My Words and Actions
<i>That every customer</i>	It is my responsibility to ensure that I:	In order to meet my commitments I feel empowered to:	I contribute by ensuring that I:
<i>Be Welcomed</i> Character Connection – Respect, inclusiveness, optimism	1. Notice customers entering our location	1. Pay attention to all customers	1. Make eye contact and acknowledge every customer <i>respect, inclusiveness</i>
	2. Must be consistently service focused as I represent our organization	2. In spite of my own mood and situation I focus on pleasing our customers	2. Smile and be respectful of all people at all times <i>respect, optimism</i>
<i>Is Heard</i> Character Connection – Respect, integrity, initiative, fairness, perseverance, compassion	3. Listen carefully to all customers	3. Offer the customer the products and services that best correspond to their requirements	3. Respond to the needs and requirements of every customer <i>respect, integrity</i>
	4. Determine if the customer would benefit from additional tourism information	4. Learn about tourism opportunities in York Region	4. Inform our customers about tourism opportunities in York Region <i>initiative, fairness</i>
	5. Listen carefully in the event of dissatisfaction or a complaint	5. Learn and practice the Complaint Solving Process (Listen, Acknowledge, Ask, Follow up and Confirm)	5. Respond to complaints using the Listen, Acknowledge, Ask, Follow Up and Confirm steps <i>perseverance, compassion</i>
<i>Feels Valued</i> Character Connection – Respect, honesty, courage, initiative, responsibility, integrity	6. Diligently learn the service policies and practices of my organization	6. Consistently offer enthusiastic, efficient and accurate service no matter my personal situation	6. Provide service with enthusiasm, efficiency and accuracy <i>respect, honesty</i>
	7. Pay attention to the likes, dislikes and suggestions of all customers	7. Discreetly question customers regarding their reactions to our products and services	7. Identify and communicate opportunities to improve our products and services <i>courage, initiative</i>
	8. Listen openly to the feedback offered by my supervisor regarding my service practices	8. Feel proud of my service achievements and make changes for improvement where required	8. Adjust my service practices according to the feedback of my supervisor <i>responsibility, integrity</i>
<i>Departs Delighted And Will Return</i> Character Connection – Initiative, responsibility	9. Use my creative powers to determine ways to exceed customer expectations	9. Be creative in exceeding customer expectations	9. Take advantage of every opportunity to exceed customer expectations and complete a weekly report of identifying what I have specifically done to exceed expectations/personalize service <i>initiative, responsibility</i>
	10. Every customer knows that we are grateful and want them to return	10. Ensure that I speak to each customer as they depart	10. Thank every customer for their business and ask them to return <i>initiative, responsibility</i>