



## New Year's Resolutions for Customer Service Professionals

New Year's resolutions are an important part of American culture, with virtually everyone making formal or informal resolutions. The following list of resolutions was created especially for frontline service providers to help make the New Year more meaningful and rewarding.

■ I resolve to **rediscover the importance of my job** as a customer service representative.

■ I resolve to **do my part in establishing long-term relationships** with our customers, and to be an effective problem solver and problem preventer.

■ I resolve to **spread the customer service message throughout the organization**, to be an advocate for customers, and to work with other departments in order to enlist their support and cooperation.

■ I resolve to **welcome complaints as opportunities** to improve our quality of service and to create loyal, satisfied customers.

■ I resolve to **be an effective team member**, doing my share, offering to help others, and asking for help when I need it.

■ I resolve to continually look for and **suggest ways in which we can improve** our service to customers, our processes and procedures, and our effectiveness.

■ I resolve to be proactive, to **anticipate customers' needs** and to take the extra steps that will help us delight our customers.

■ I resolve to **be warm, cheerful, and enthusiastic** with customers and coworkers alike.

■ I resolve to learn, to change, to grow, and **to take advantage of all opportunities for self-development**.

■ I resolve **to take good care of myself**, to learn to manage the stress that is a normal part of the everyday world of customer service and to stay "up" in "down" situations.

