

MCLD's *Great expectations*

Customer Service Conversations: Invitation to Staff

The email we sent to staff inviting them to participate in our customer service conversations.

Hello everyone,

As you may know, Alicia and I have been hard at work building a new customer service philosophy for MCLD. We've laid the groundwork, but now we'd like to start gathering feedback about what customer service means to staff. We are conducting a series of conversations with staff across the district to get an idea of what MCLD staff think about customer service in general. We're not evaluating anyone's skills or knowledge, we're simply asking about personal experiences and thoughts relating to customer service.

Here is an idea of what we're interested in: When you've been out shopping, or eating at a restaurant, what are some elements of good customer service that you've witnessed? Was there a time when you received bad customer service? If so, what made it bad?

We will be holding these conversations in Hemingway on two different dates: **Friday, October 21st from 9-11am** and **Monday, October 24th from 1-3pm**. There are sign-up sheets posted on the refrigerator in the break room so you can sign up for a session if you'd like. No one is required to meet with us, but we ask that you consider signing up so that we can include your feedback in the new customer service philosophy for MCLD.

Thank you!