We build strength, stability and self-reliance through shelter.
This class…

- Develop customer friendly internal systems
- Maintaining a positive store culture for customers
- How to handle customer complaints
ReStore Customer Service

INTERNAL SYSTEMS
Systems & Culture

rules and policies that we govern ourselves by

what people actually do
Systems & Culture

- Rules and policies that we govern ourselves by
- What people actually do

- Sign: This is very important
- Cartoon: Life is hard.
Wish List
Define your expectations

1. What is GOOD customer service?
2. What do your customers expect?
Levels of Service

• Basic service
  *is disappointing*

• Expected service
  *is nothing special*

• Desired service
  *is what they prefer*

• Surprising service
  *makes them come back*

— Ron Kaufman, *UP! Your Service*
Why do we need empathy?

80 percent of companies believe they deliver superior customer experience, yet only 8 percent of their customers agree. It’s not about our perception of the service we are giving them, it’s about theirs.

— “Brandtrust” Consulting & Research
## Define Your Expectations

**ReStore Customer Service**

**Activity**

Define the customer service expectations for your Habitat ReStore.

<table>
<thead>
<tr>
<th></th>
<th>BASIC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SHOPPERS</strong></td>
<td>- Shoppers are answered politely but no additional help offered.</td>
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<tr>
<td></td>
<td>- Shoppers are greeted and helped by available, friendly, and</td>
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<tr>
<td></td>
<td>knowledgeable staff.</td>
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<tr>
<td><strong>VOLUNTEERS</strong></td>
<td>- Volunteers have no assigned tasks, aren’t greeted and</td>
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<tr>
<td></td>
<td>don’t understand the mission.</td>
</tr>
<tr>
<td></td>
<td>- Volunteers are greeted, understand expectations, are</td>
</tr>
<tr>
<td></td>
<td>treated politely, are respected, aren’t overworked and</td>
</tr>
<tr>
<td></td>
<td>never abandoned.</td>
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<tr>
<td><strong>DONORS</strong></td>
<td>- Donors wait for callbacks, are met with untrained staff and</td>
</tr>
<tr>
<td></td>
<td>are not shown empathy or a solution when they are</td>
</tr>
<tr>
<td></td>
<td>disappointed.</td>
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<tr>
<td></td>
<td>- Donors receive timely callbacks and pickups, are</td>
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<tr>
<td></td>
<td>met with polite and helpful donation ambassadors, enjoy</td>
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<tr>
<td></td>
<td>prompt donation drop off service and are thanked.</td>
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<tr>
<td></td>
<td>- Donors receive alternative solutions when their items aren’t</td>
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<tr>
<td></td>
<td>accepted, they have prompt service and the staff gauges their</td>
</tr>
<tr>
<td></td>
<td>needs while meeting their expectations.</td>
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<tr>
<td></td>
<td>- Donors are thanked, followed up and are served by team members</td>
</tr>
<tr>
<td></td>
<td>who anticipate their needs.</td>
</tr>
</tbody>
</table>

**Notes:**

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Are there other systems that impact customers? Yes!
Questions?
Culture

• Build a Common Understanding
  – Why is customer service important?
  – Who’s right – the customer or employee?
Culture

• Build a Common Understanding
• Communication
The Elements of Communication

• Word Choice 7%
• Tone of Voice 38%
• Body Language 55%
Check your Habitat ReStore for signs of negative language.

### The Power of Language

<table>
<thead>
<tr>
<th>Avoid</th>
<th>Instead try...</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Hold please.&quot; Or &quot;Please hold.&quot;</td>
<td>&quot;May I please put you on hold?&quot;/&quot;Would it be okay if I put you on hold for a moment while...?&quot;</td>
<td>We ask—then wait for the answer! Let the caller know why you’re putting them on hold and how long that might be.</td>
</tr>
<tr>
<td>&quot;Can I help you?&quot; Or &quot;May I help you?&quot;</td>
<td>Saying almost anything that greets the guest and gets them into a conversation. &quot;What can I help you find today?&quot;</td>
<td>The automatic answer to &quot;Can I help you?&quot; is &quot;No, just looking.&quot; It’s a conversation stopper, not starter.</td>
</tr>
<tr>
<td>&quot;They (Habitat)&quot;</td>
<td>&quot;We...&quot;</td>
<td>Saying &quot;they&quot; implies you are not part of the organization.</td>
</tr>
<tr>
<td>I have to... Or You have to go to the nextdoor...</td>
<td>&quot;I’m going to...&quot;/&quot;I’d like to...&quot;/&quot;The donation door is right down there, please head that way...&quot;</td>
<td>Why do you have to? Making a conscious choice is far preferable to feeling &quot;forced&quot; or to &quot;making a sacrifice.&quot; Help the customer feel taken care of, not ordered around.</td>
</tr>
<tr>
<td>You should...</td>
<td>Identify your expectations and state it clearly. &quot;Would you please...&quot;/&quot;Would you mind...&quot;/&quot;Could you...&quot;</td>
<td>&quot;Shoulds&quot; are usually tips-offs that you have unspoken expectations.</td>
</tr>
<tr>
<td>You should look on our website. Or You have to call a different number.</td>
<td>The information you’re looking for can be found</td>
<td>Customers don’t know the inner workings of our organization—nor should they! Fill in details so they understand why you are directing them to another place, person or resource.</td>
</tr>
</tbody>
</table>

### Other Points

- No Customers Allowed (sign): For your safety: Staff and Volunteers Only. Simply turning the negative statement into a positive one is a small, but powerful gesture.
- No Negotiating/No Hagging (sign): Prices are firm but markdowns are frequent! What we want to focus on is our markdown system to encourage great turnover and highlight the great deals that customers can get in our stores.
- NO DUMPING! DO NOT leave donations outside (sign): We gladly accept donations during our store hours. We know that if someone comes to your store intending to dump, no sign will deter them. Discarded items outside are part of our industry and the best we can do is to encourage with signage, yet make sure the façade is cleaned daily and looks professional and inviting.
- No exchanges! No refunds! No exceptions! Danger! Keep Out! This means YOU (sign): All sales are final. The more simple to read and understand the sign is the more effective it will be. Also, imagine how this reads to someone who might be visiting your store for the first time—not well! Is this really the impression you want to give your customers and staff?
Culture

• Build a Common Understanding
• Communication
• Model Behavior
• Reward Desired Behavior
• Train them!
What if they are only here for 2 hours?

How much damage can they really do??
What if we don’t train them and they stay?

What if we train them and they leave?
Treat your staff like they make a difference, and they will.

— Jim Goodnight
3 Steps to Great Service

1. Figure out what the customer wants

   - Engage
   - Be Polite

2. Get it for them

   - Expected level of service
   - Empathize
   - Be enthusiastic

3. Do it right

   - Surprise them
   - Keep it up
1. Figure out what the customer wants
   - Engage (20/20 or 10/4 rule)
   - Be polite

2. Get it for them
   - Expected level of service
   - Empathize
   - Be enthusiastic

3. Do it right
   - Surprise them
   - Keep it up
Activity

Practice training a new volunteer or staff member! Teach the 3 steps to a partner in less than two minutes. Use this script or change the verbiage to make it your own.

Step one is 'figure out what the customer wants' which means we make eye contact and listen to what they have to say so we know exactly what they want and how we can help. We are also polite which means we smile and use courteous language.

Step two is 'get it for them' and we do that in a few ways. At this store we greet every shopper within 20 ft or 20 seconds of entering the store, we help with loading and unloading for donors and shoppers, and we’re respectful to our fellow ReStore staff and volunteers by being available to help in other departments when we can. If we don’t have a product or service that a customer expects that can be disappointing. Because of that, in our ReStore we put forth additional effort to empathize with our customers so we can be understanding and calm in tense situations.

Step three is 'do it right' which means surprising them with extra attention or service if we have time and only if they want it. We also ‘do it right’ by making these guidelines consistent so our customers know when they show up at the ReStore they can expect to be treated well.

If you have any questions you can ask anyone around here with a green shirt on, and we want you to have a great time so make sure you get one of us if you feel uncomfortable about a task or a customer interaction. Thanks so much for coming in today and thank you for helping Habitat!

Notes:

________________________________________

________________________________________

________________________________________

________________________________________
Your turn!
Questions?
Quick Recap!

• Systems
  – Define expectations
  – Develop accountability tools
  – We’ll cover policies later

• Culture
  – Build a Common Understanding
  – Communication
  – Model Behavior
  – Reward Desired Behavior
  – Train them!
1. Acknowledge the complaint
2. Sincerely apologize
3. Take actions to make things right
4. Thank the customer
5. Document the complaint
Questions?
Next Steps

• What is your store culture? Is your team ready for training? Build your common understanding!
• Set expectations with trainings, meetings, and internal reviews.
• Open a dialogue about conflict and complaints.
Thank you!

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